

London & Middlesex Local Immigration Partnership: Community Capacity and Perceptions of the LMLIP

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Background and Methodology

The London & Middlesex Local Immigration Partnership (LMLIP) is a collaborative community initiative that is designed to strengthen the role of local and regional communities in serving and integrating immigrants. The concept for Local Immigration Partnerships, which are operating in many communities across the country, was developed as a joint initiative of Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship, Immigration and International Trade, and was further refined in consultation with the Association of Municipalities of Ontario (AMO) and the City of Toronto. The LMLIP is solely funded by Immigration, Refugees and Citizenship Canada. The LMLIP is led by the Corporation of the City of London.

The primary goals of the LMLIP are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance delivery of integration services to all immigrants. The London & Middlesex Local Immigration Partnership Council is the strategic planning body that ensures that multiple stakeholders participate in this planning and coordination. The Council develops and implements strategies to facilitate increased access to all services, especially current services supported by Immigration, Refugees and Citizenship Canada, and assists non-settlement service providers and the community to develop a greater understanding of immigrants' needs and services.

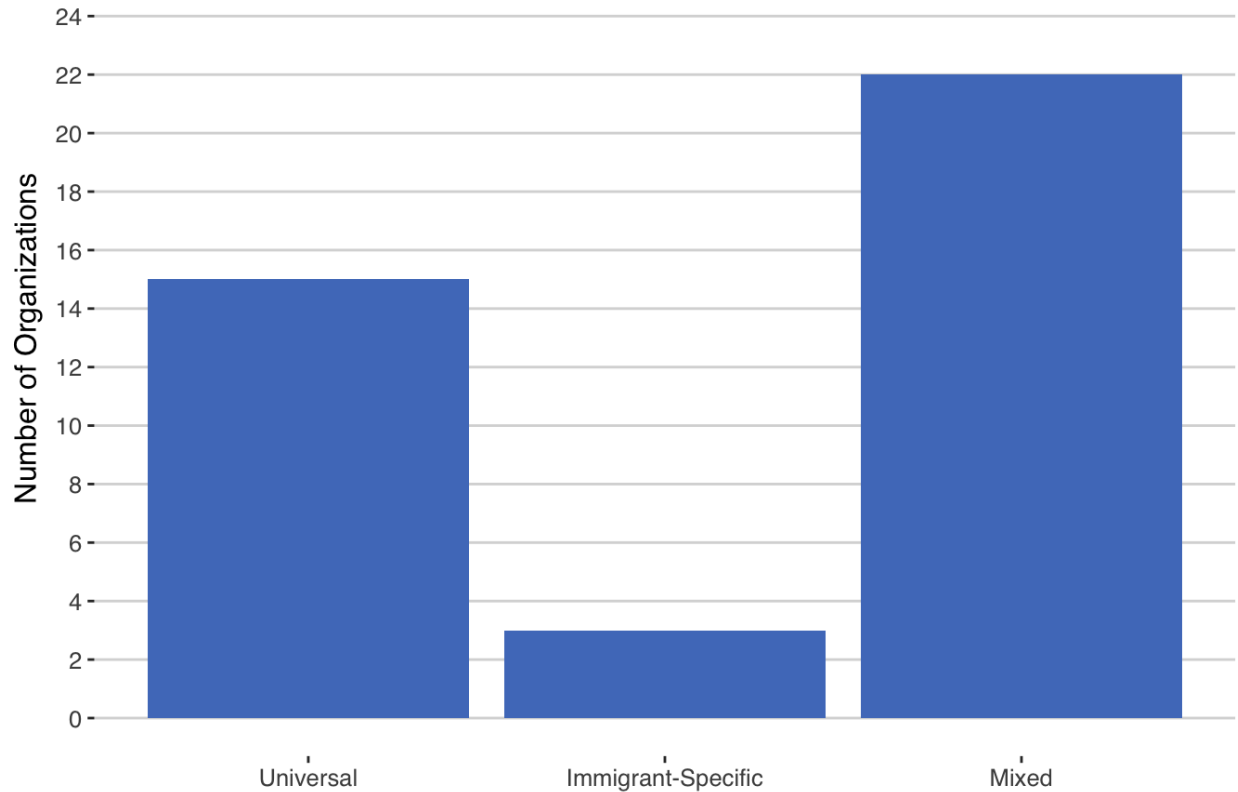
An online survey was adapted from previous surveys used by the LMLIP to develop profiles of organizations in the community and the services they provide, their relationships with other organizations, future planning, and evaluation of outcomes. The survey also assessed perceptions of the LMLIP. Based on wide circulation of the request for responses in early 2019, 40 organizations completed the current survey, compared to 43 organizations in 2016, 69 organizations in 2013, and 49 organizations in 2010 who completed a somewhat similar survey.

Participation in the survey is voluntary and respondents were able to skip questions if they did not wish to provide an answer. As such, response rates vary to a small degree across questions in this survey. Additionally, some organizations had multiple respondents. While data were merged across organizations for sections 1 through 4, so that each organization was only represented once, individual responses were retained in sections 5 and 6.

1. Organizations Participating in the Survey

1.1 Scope of Services

Number of organizations that are Universal, Immigrant-Specific, and Mixed Services

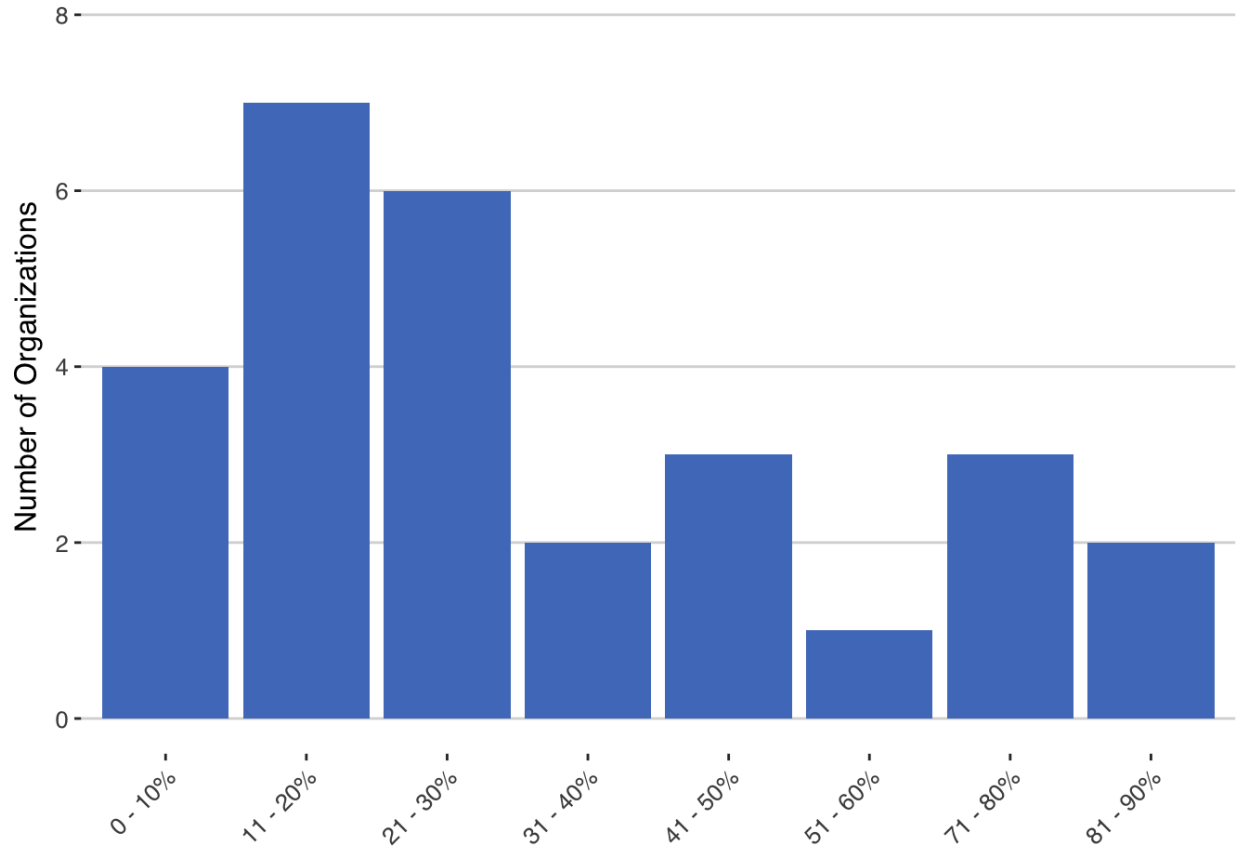


Note: This is based on the response of 40 organizations.

- **Universal organizations:** all programs are for all residents.
- **Immigrant-specific organizations:** all programs are specifically for immigrants.
- **Mixed organizations:** some programs are specifically for immigrants and some are for all residents.
- 15 (37.5%) of the participating organizations are universal organizations.
- 3 (7.5%) of the participating organizations are immigrant-specific organizations.
- 22(55%) of the participating organizations are mixed organizations.

1.2 Percentage of Clients who are Immigrants

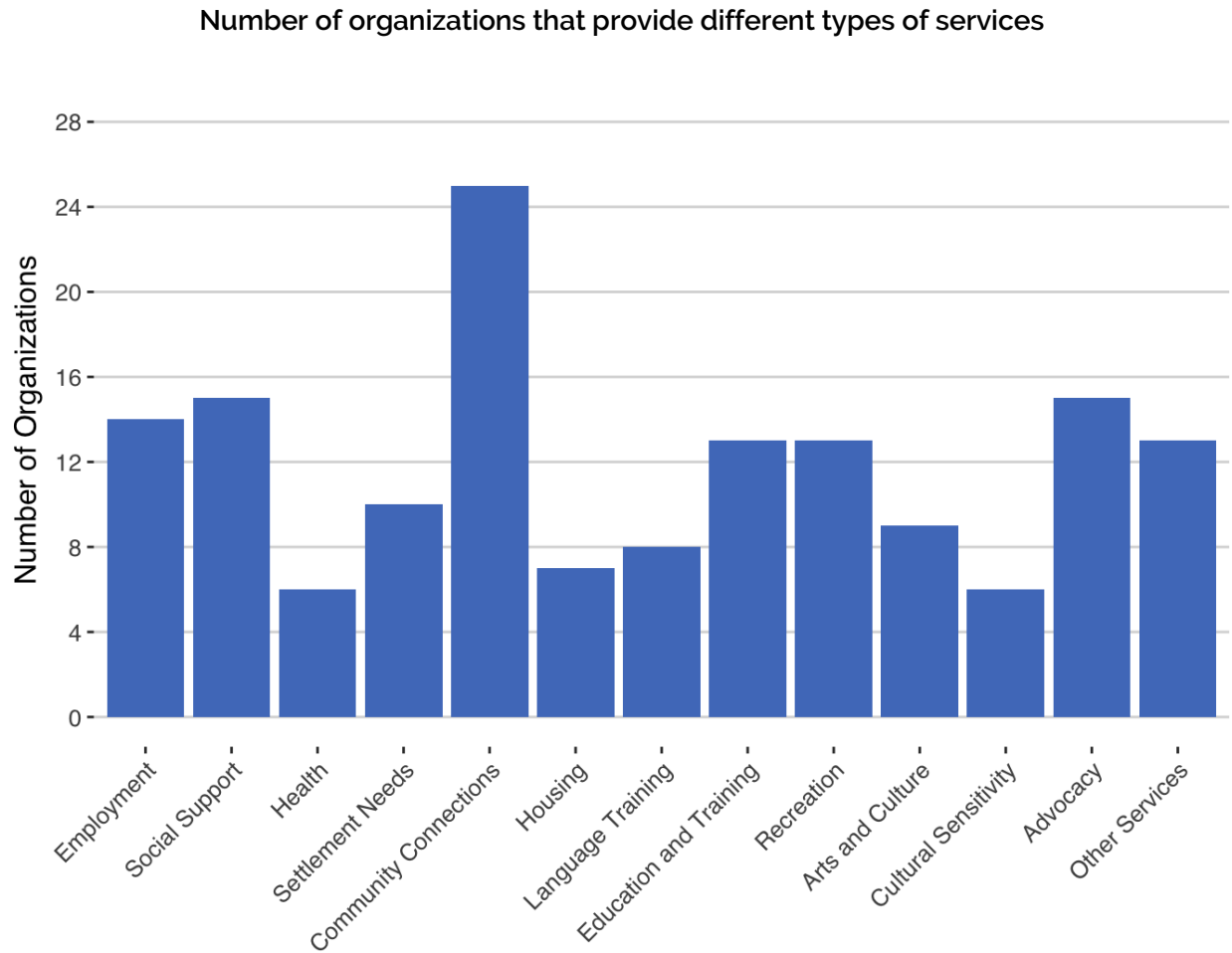
Approximately what percentage of your clients are immigrants?



Note: This is based on the responses of 28 organizations who provided numeric responses to this question.

- In line with the percentage of universal, mixed, and immigrant-specific organizations who completed the survey, many of the organizations have 30% or fewer clients who are immigrants.
- Approximately 7% of the organizations have immigrants constituting more than 80% of their clients.

1.3 Types of Services



Note. This is based on the responses of 40 organizations. Organizations can choose to indicate more than one type of service.

Summary:

- 33 (83%) of the organizations surveyed provide more than one type of service.
- Over half of the organizations provide Community Connections.
- Over a third provide services relating to advocacy, social support, and employment, and more than a quarter provide education and training, recreation, and other services.
- Examples of other services include French-language services, mentorship programs, networking, and family and protection services.
- Only 6 of the organizations who responded indicated that they provide cross-cultural sensitivity or anti-racism training, or provide health services.

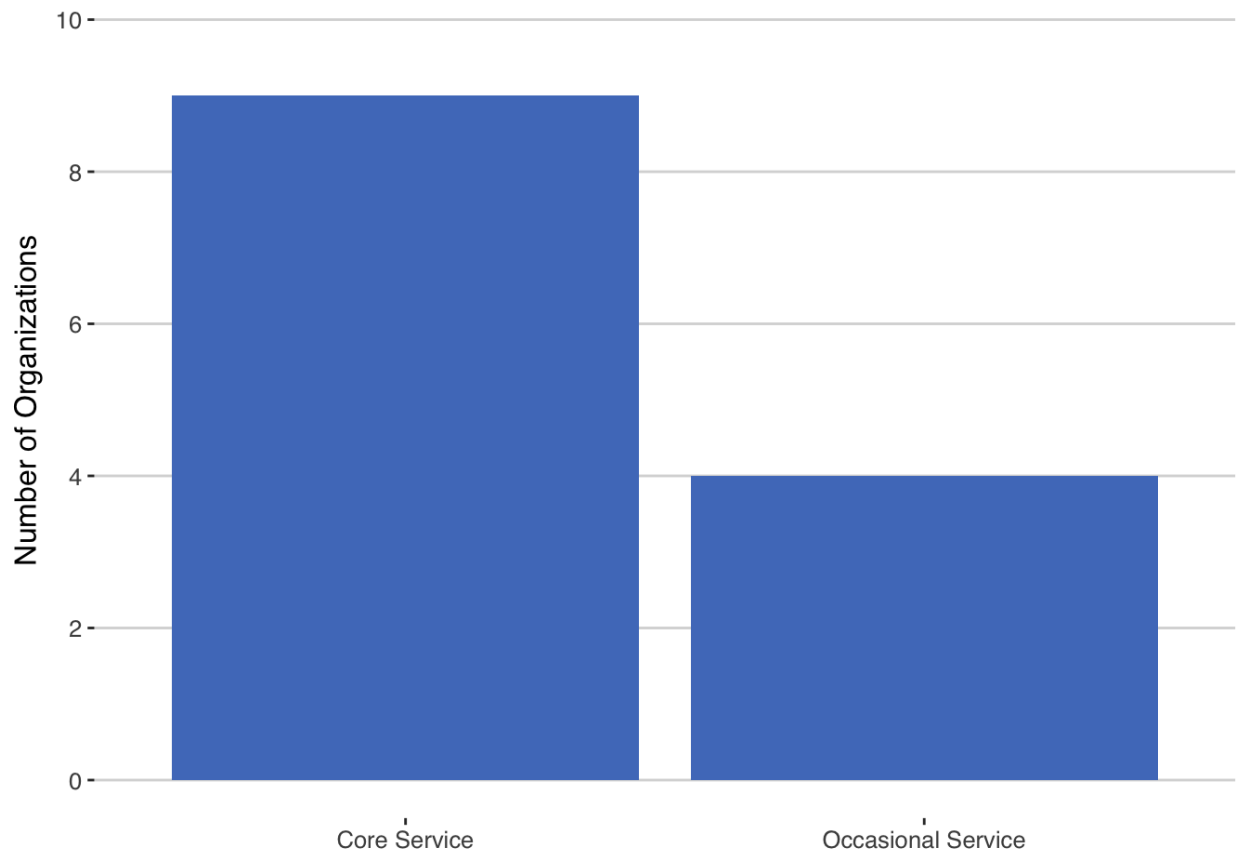
1.4 Details of the Services Provided

Employment Assistance

Employment Assistance Services - 14 (35%) of the organizations participating in the survey provide employment assistance services including:

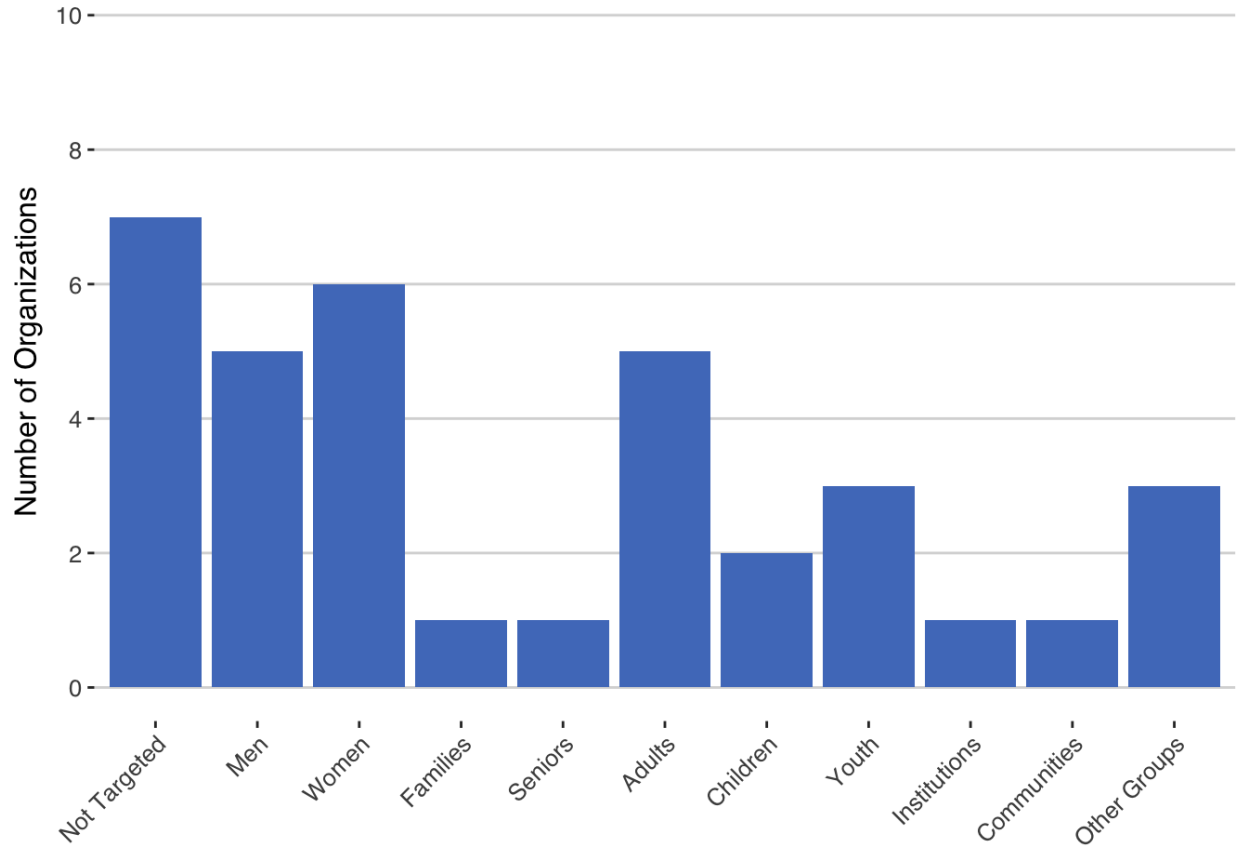
- Job search services (e.g., workshops, access to websites, etc.).
- Counselling services (e.g., one-on-one or group) for job skills, alternative employment options, licensure and/or certification etc.
- Credential recognition support and credential evaluation application assistance.
- Job matching program to connect employers to immigrant talent.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 14 organizations who reported providing Employment Assistance Services, 13 organizations reported whether this is a core or occasional service.

Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)



Note. Of the 14 organizations who reported providing Employment Assistance Services, 13 organizations reported whether or not they targeted specific groups.

Summary:

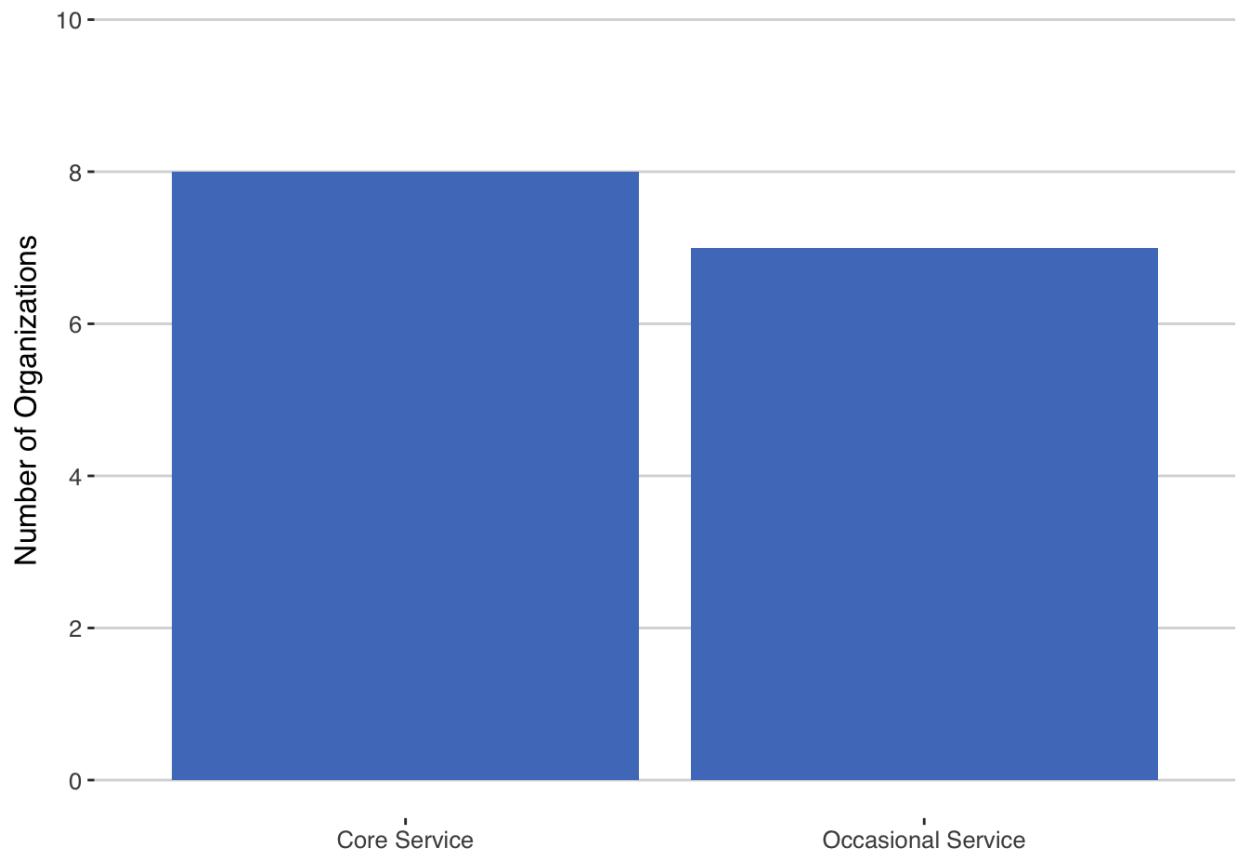
- Of the 14 organizations who reported providing employment assistance services, 9 reported this as a core service, whereas 4 reported this as an occasional service.
- Half of these organizations who provide employment assistance services do not target services to specific groups.
- Of the targeted groups, services are targeted roughly equally across both genders, and adults are targeted more than youth.
- Examples of other groups that are targeted include Francophones, immigrants who meet low-income criteria and Brazilian women.

Social Support Services

Social Support Services – 15 (38%) of the organizations participating in the survey provide social support services including:

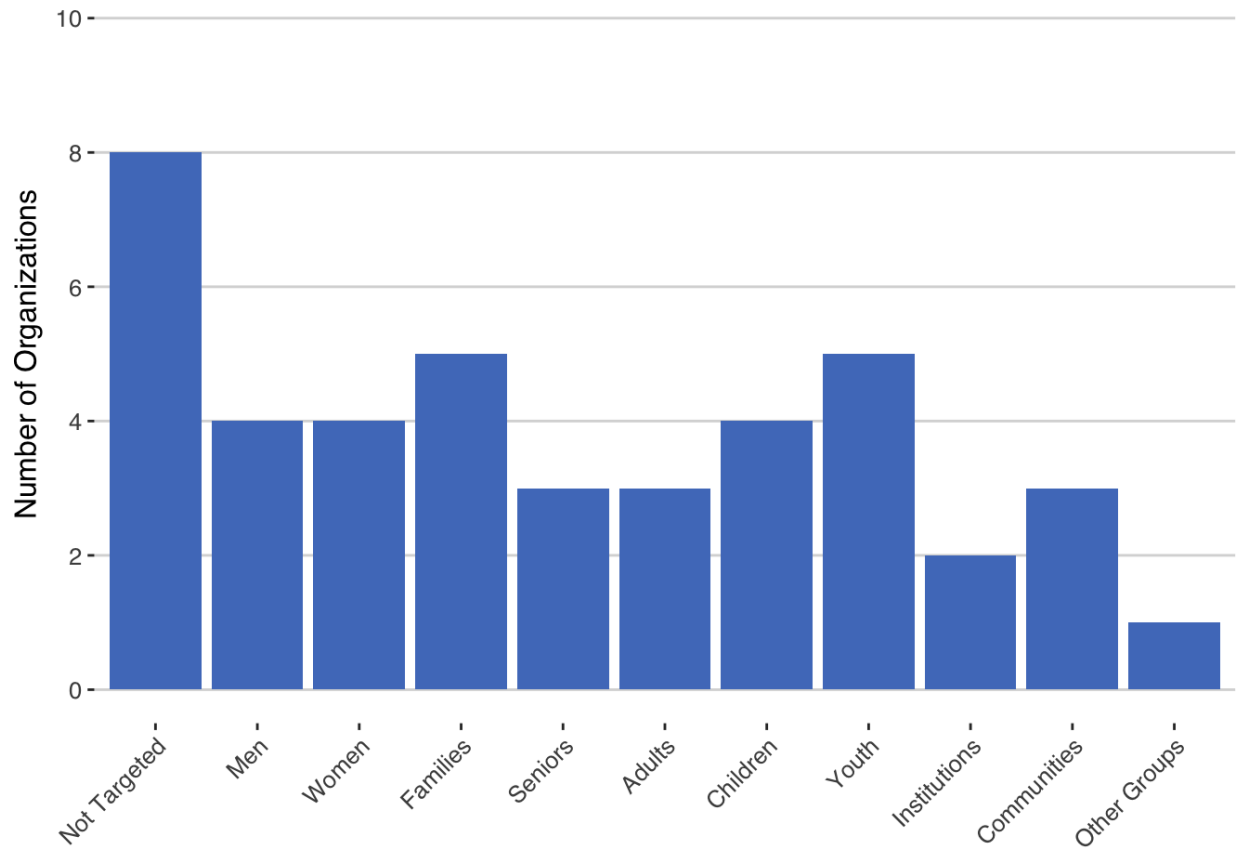
- Cultural integration support for Brazilian women.
- Services and programs for the Muslim community.
- Basic needs supports (e.g., access to emergency food cupboard).
- Support with family resettlement and social assistance.
- Support services for individuals & families (e.g., short-term intervention & response, counselling services for individuals & families, advocacy, assessment & development of service plans, etc.).
- Support with family resettlement and social assistance.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. This is based on the response of 15 organizations who reported whether Social Support Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. This is based on the response of 15 organizations who reported whether or not they targeted Social Support Services towards specific groups.

Summary:

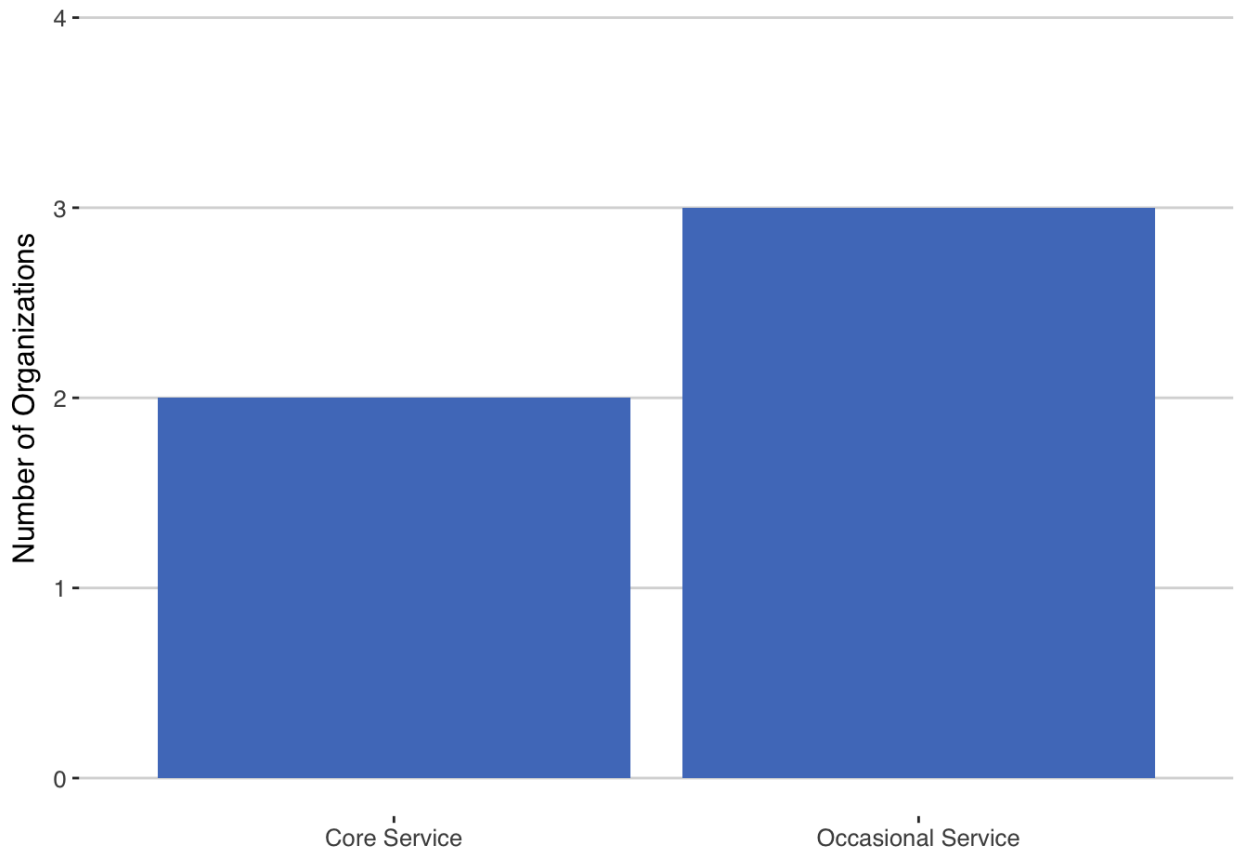
- Of the 15 organizations who reported providing social support services, 8 identified this as a core service, whereas 7 identified this as an occasional service.
- Over half of these organizations who provide social support services do not target any particular group.
- Of the targeted groups, families and youth are equally targeted, followed by both genders which are equally targeted, and then seniors and adults are equally targeted.
- The organization that stated targeting other groups specified that social support services were targeted towards newcomers who meet low-income criteria and who can prove eligibility.

Health Services

Health Services – 6 (15%) of the organizations participating in the survey provide health services including:

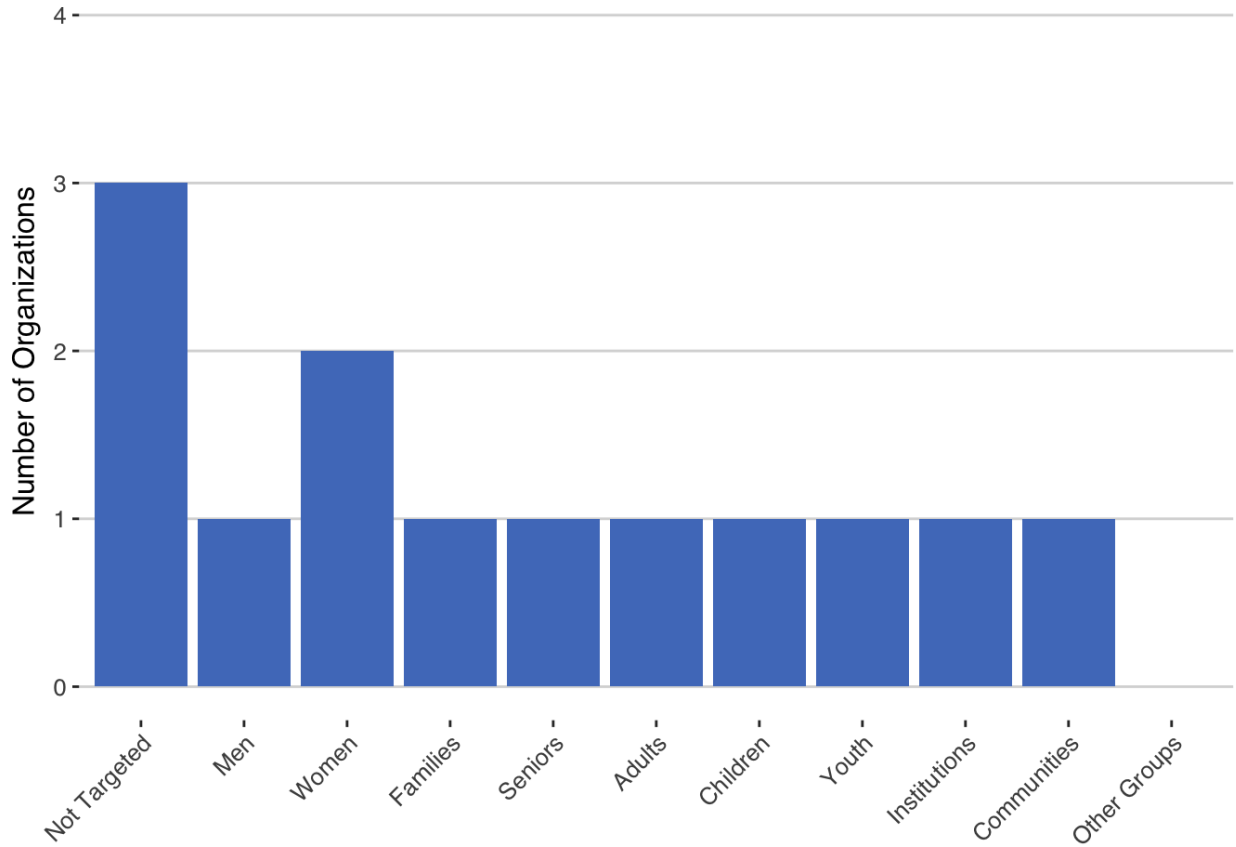
- Providing resources for mental and physical healthcare.
- Familiarizing newcomers with adjustment to the healthcare system (e.g., finding a physician).
- Dental services occasionally offered to immigrants.
- Prenatal education, postpartum supports, home visiting for families of children 0-6 years of age, immunization, dental screening/supports, family planning and sexual health.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 6 organizations who reported providing Health Services, 5 organizations reported whether this is a core or occasional service.

Is this service targeted at a particular group(s)? If so, which one(s)?
(Check all that apply)



Note. Of the 6 organizations who reported providing Health Services, 5 organizations reported whether or not they targeted specific groups.

Summary:

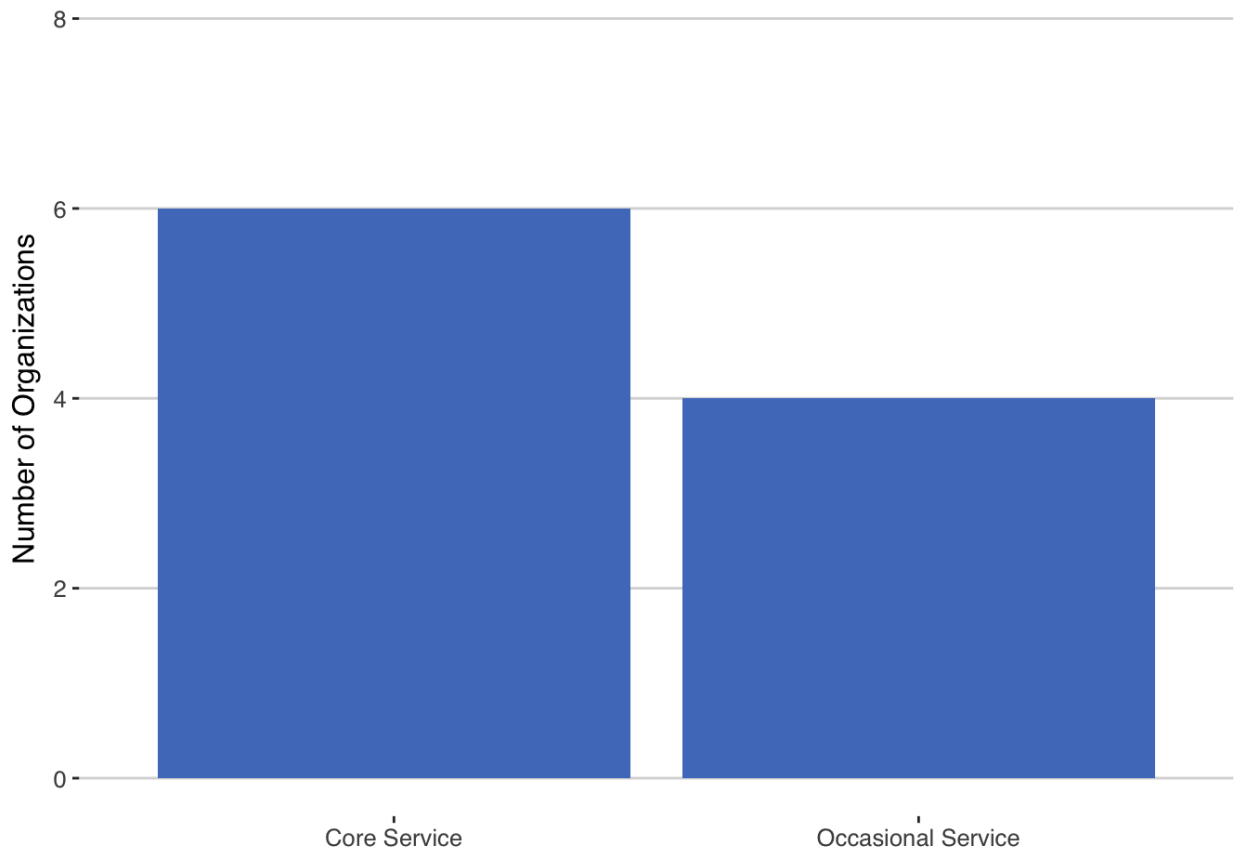
- Of the 6 organizations who reported providing health services, 2 identified this as a core service, whereas 3 identified this as an occasional service.
- Half of these organizations who provide health services do not target these services to any particular group.
- Women represent the most targeted group.

Settlement Needs Assessment and Support Services

Settlement Needs Assessment and Support Services – 10 (25 %) of the organizations participating in the survey provide settlement needs assessment and support services including:

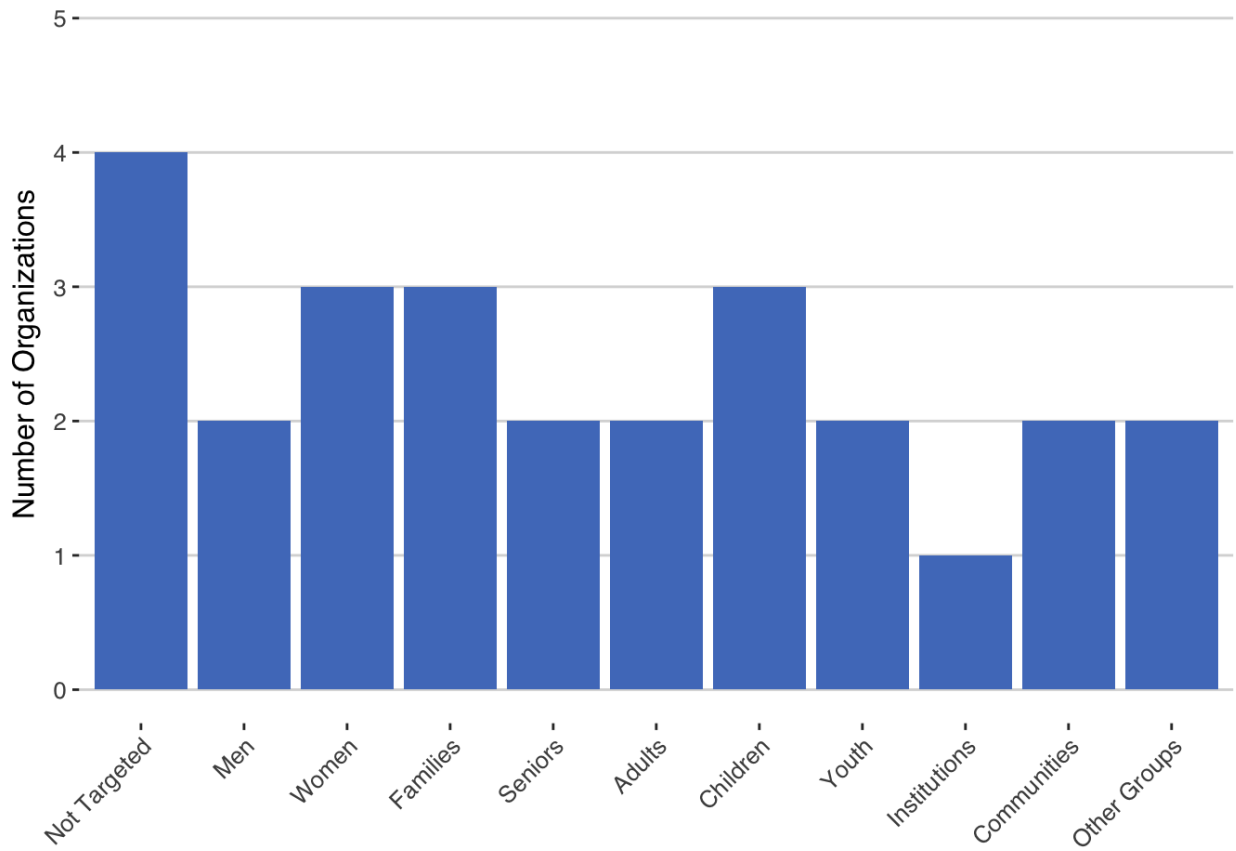
- Conducting needs assessments and follow-ups to determine how to integrate newcomers.
- Provision of information to aid with settlement (e.g., affordable rentals, proximity to schools).
- One-on-one and group information sessions.
- Referrals to and connections with local settlement agencies.
- Programming on settlement services offered in schools, public library, etc.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. This is based on the response of 10 organizations who reported whether Settlement Needs Assessment and Support Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. Of the 10 organizations who reported providing Settlement Needs Assessment and Support Services, 9 organizations reported whether or not they targeted Settlement Needs Assessment and Support Services towards specific groups.

Summary:

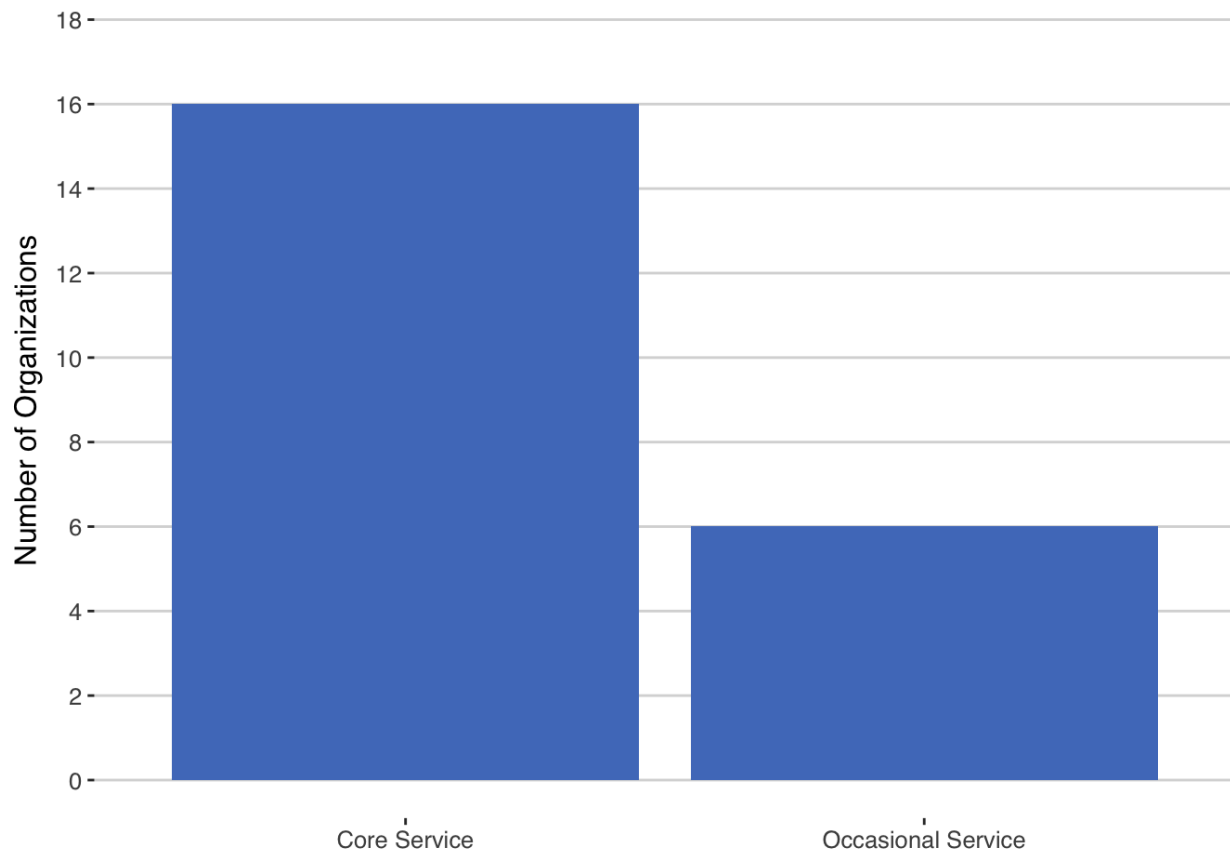
- Of the 10 organizations who reported providing settlement needs assessment and support services 6 identified this as a core service, whereas 4 identified this as an occasional service.
- Just under half of these organizations who provide settlement needs assessment and support services do not target any particular group.
- Women, families, and children represent the most targeted groups.
- Examples of other groups targeted include northeast London, and all permanent residents and convention refugees.

Community Connections

Community Connections Services – 25 (63%) of the organizations participating in the survey provide community connections services including:

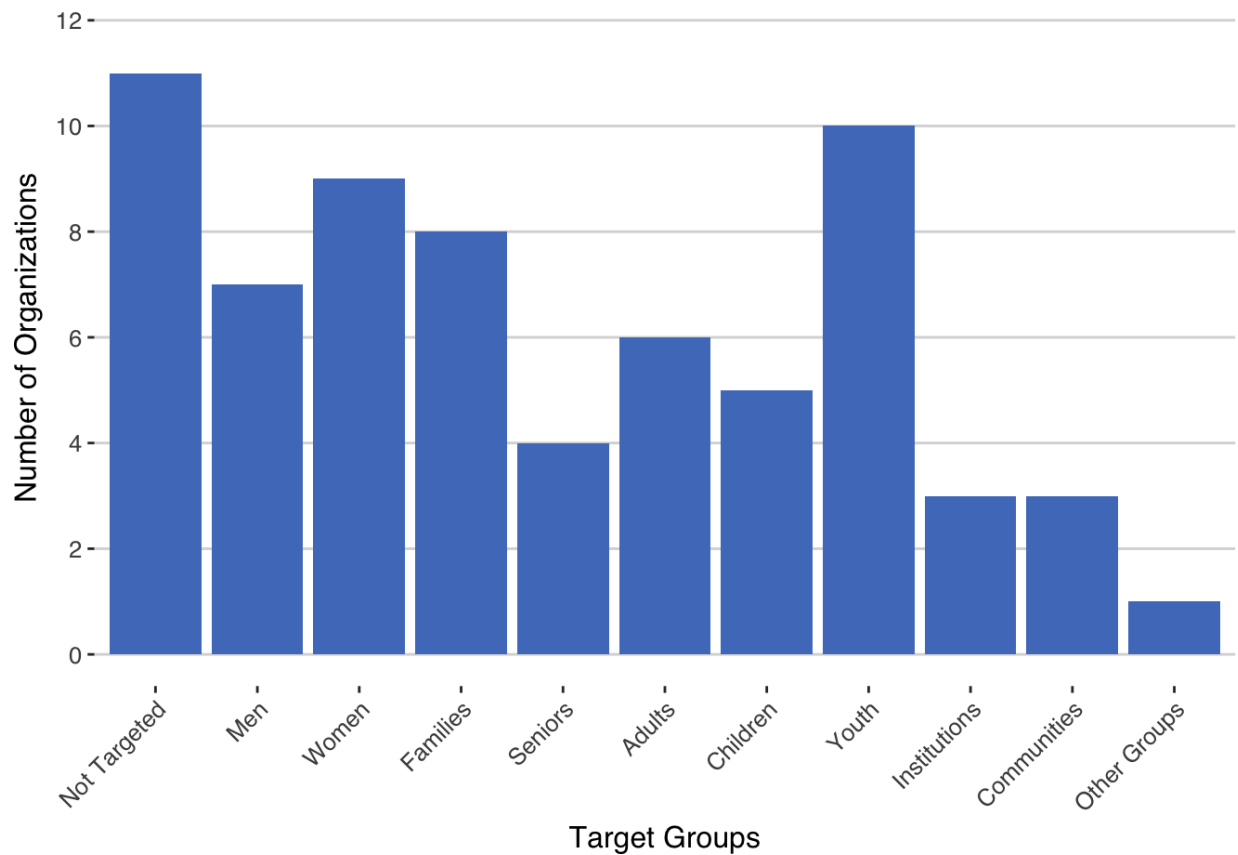
- Neighborhood and children services.
- Referrals to and access to resources about other community providers as well as networking opportunities.
- Need-based educational workshops for immigrants about Canadian Justice System / Bail Verification and Supervision Program.
- Services and programs for youth and adults (e.g., mentorships, targeted matching between immigrants and Canadians, Conversation Circles, Homework Help, cultural sensitivity workshop and tutoring, sports/recreation).

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 25 organizations who reported providing Community Connections Services, 22 organizations reported whether this is a core or occasional service.

Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)



Note. Of the 25 organizations who reported providing Community Connections Services, 23 organizations reported whether or not they targeted specific groups.

Summary:

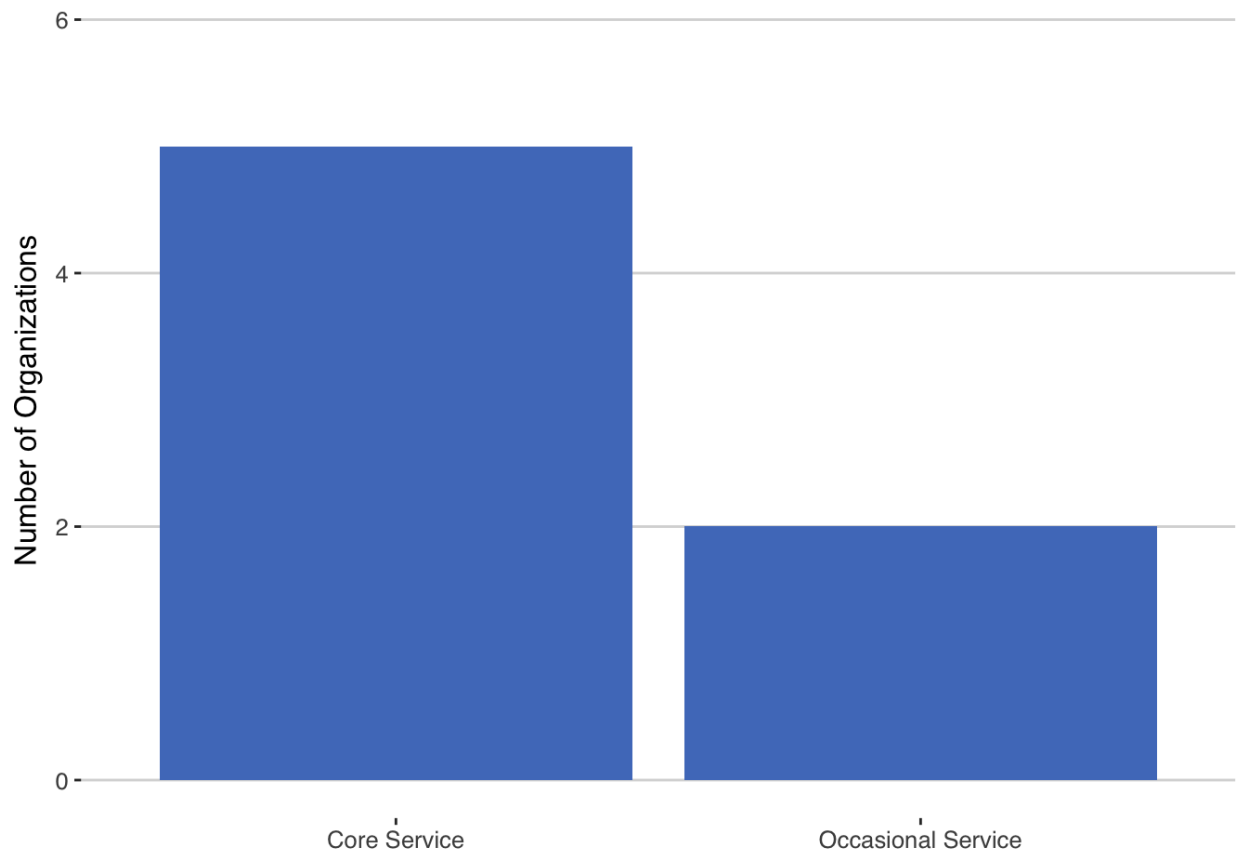
- Of the 25 organizations who reported providing community connections, 16 identified this as a core service, whereas 6 identified this as an occasional service.
- 11 of these organizations who provide community connections do not target any particular group.
- Of the targeted groups, over a quarter of the organizations targeted men, women, families, adults, and youth, with youth representing the most targeted group.
- The organization that stated targeting other groups specified that community connections were targeted towards Francophones.

Housing Services

Housing Services – 7 (18%) of the organizations participating in the survey provide housing services including:

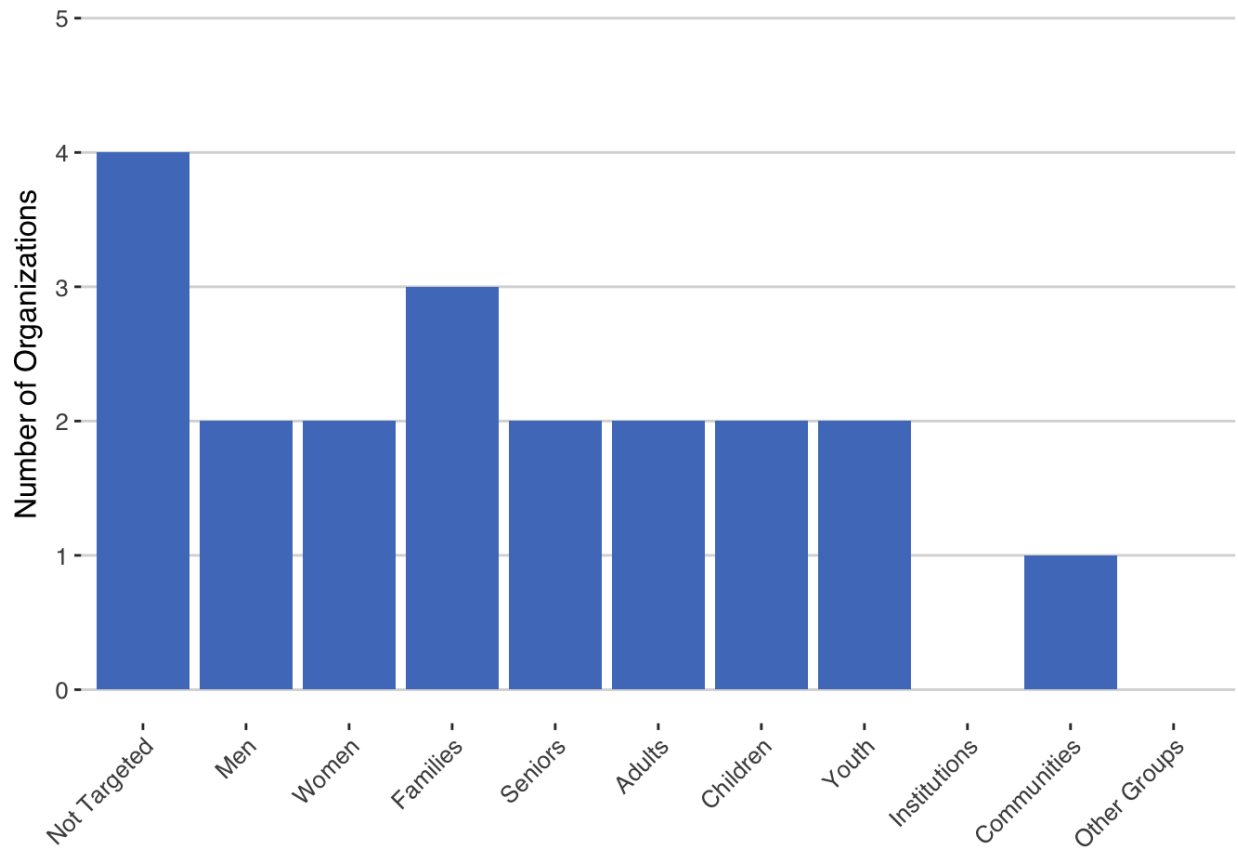
- Housing application support and help finding housing.
- Providing temporary housing for government assisted refugees and refugee claimants.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. This is based on the response of 7 organizations who reported whether Housing Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. This is based on the response of 7 organizations who reported whether or not they targeted Housing Services towards specific groups.

Summary:

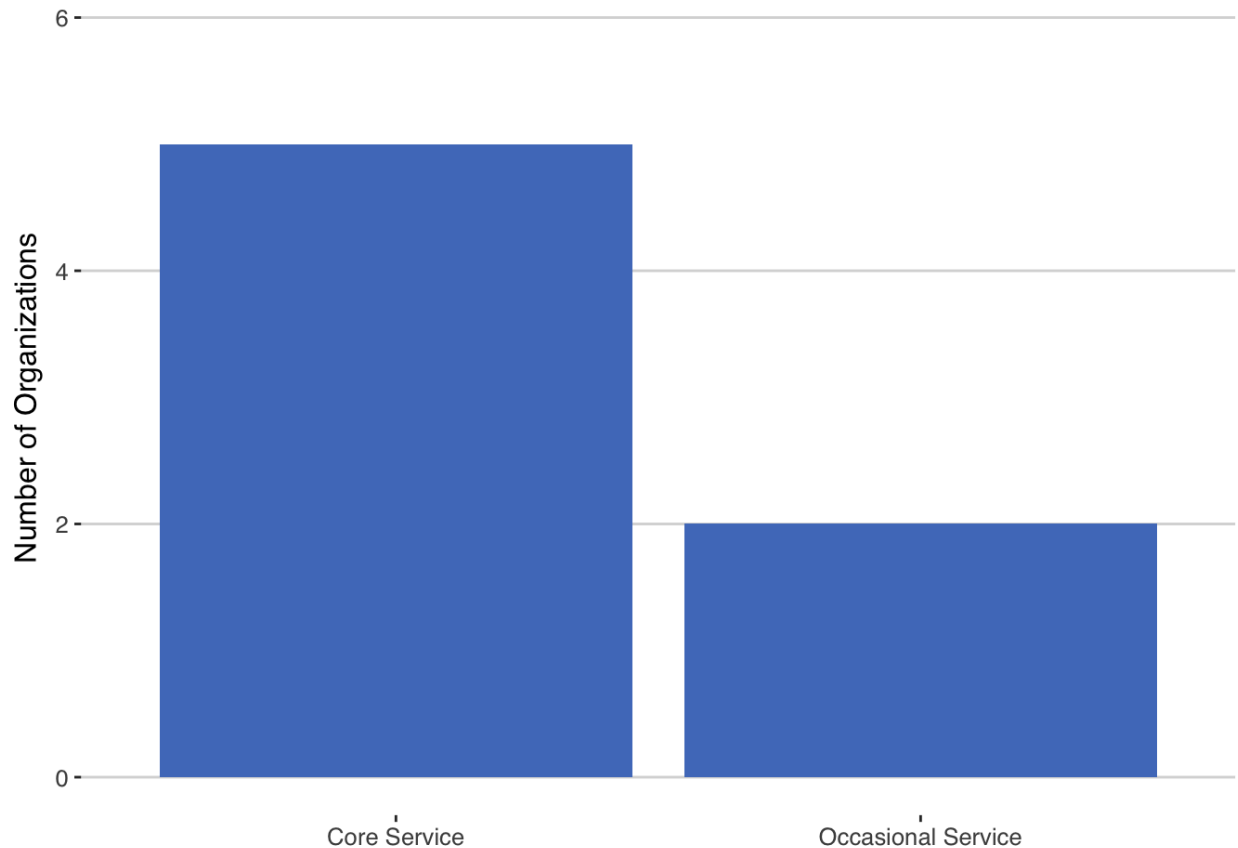
- Of the 7 organizations who reported providing housing services, 5 identified this as a core service, whereas 2 identified this as an occasional service.
- Over half of these organizations who provide housing services do not target any particular group.
- Of the groups which are targeted, families are the most targeted group.

Language Training Services

Language Training Services – 8 (20%) of the organizations participating in the survey provide language training services including:

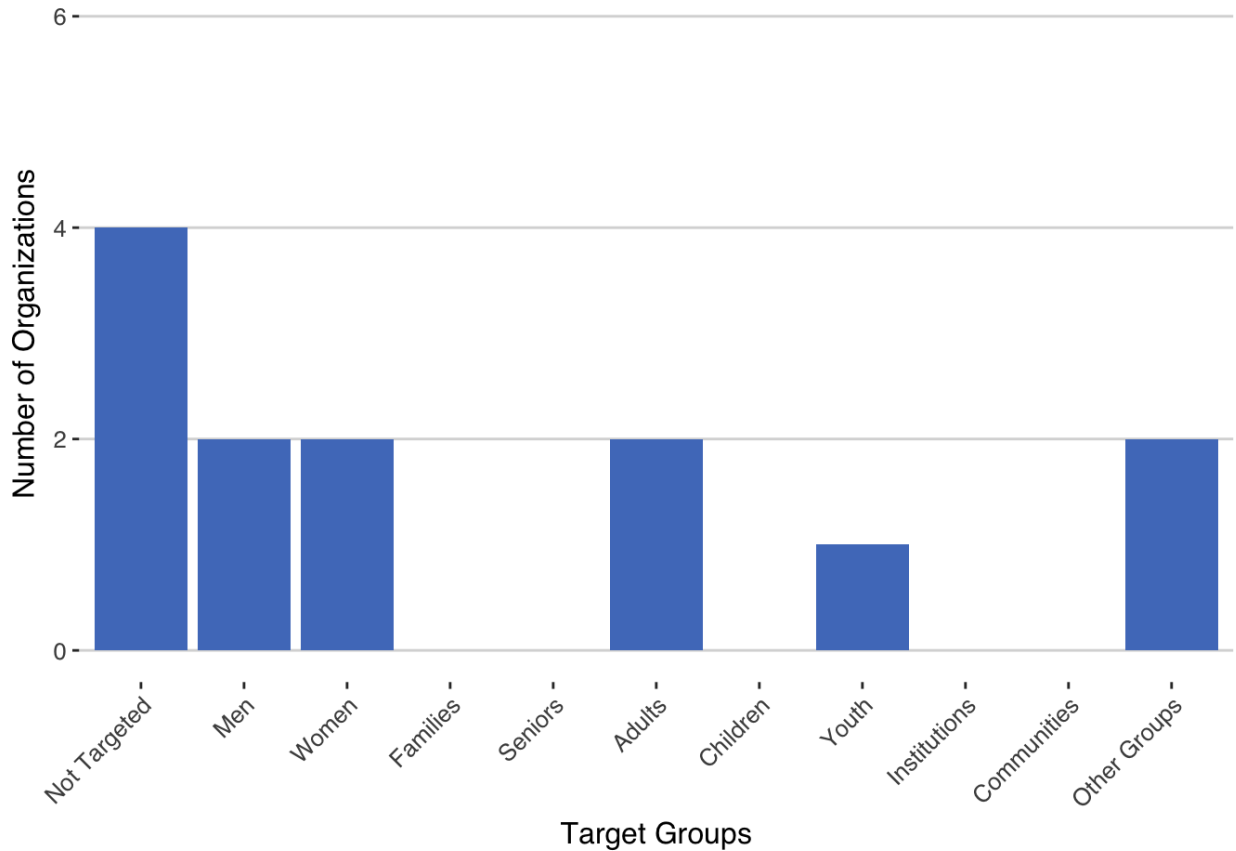
- Language instructions to newcomers.
- English and French language training and education.
- Language training for employment-specific terminology.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 8 organizations who reported providing Language Training Services, 7 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. Of the 8 organizations who reported providing Language Training Services, 7 organizations reported whether or not they targeted specific groups.

Summary:

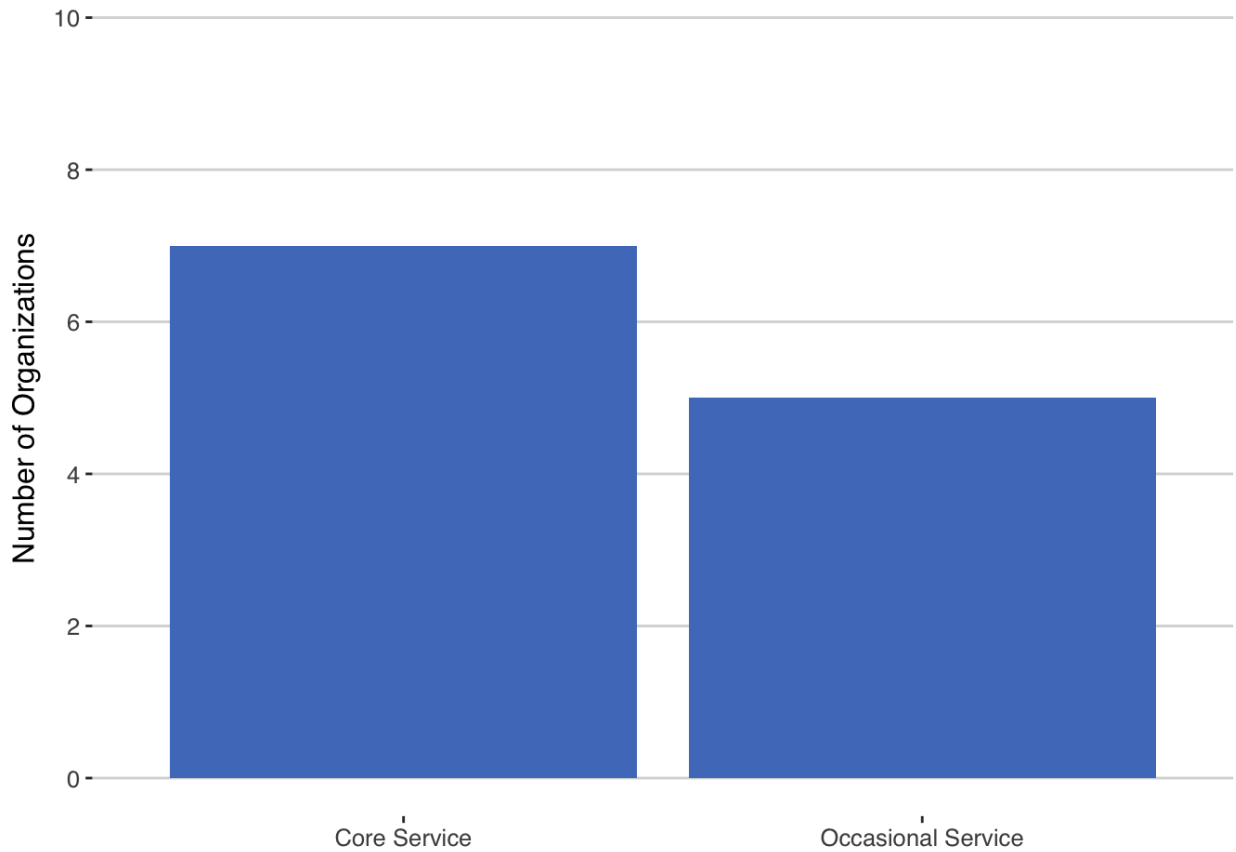
- Of the 8 organizations who reported providing language training services, 5 identified this as a core service, whereas 2 identified this as an occasional service.
- Half of these organizations who provide language training services do not target particular group.
- No organizations reported targeting families, seniors, institutions, or communities.
- The group that is least targeted is youth.
- Examples of other groups that are targeted include Francophones, and permanent residents and convention refugees.

Education and Training Services

Education and Training Services –13 (33%) of the organizations participating in the survey provide education and training services including:

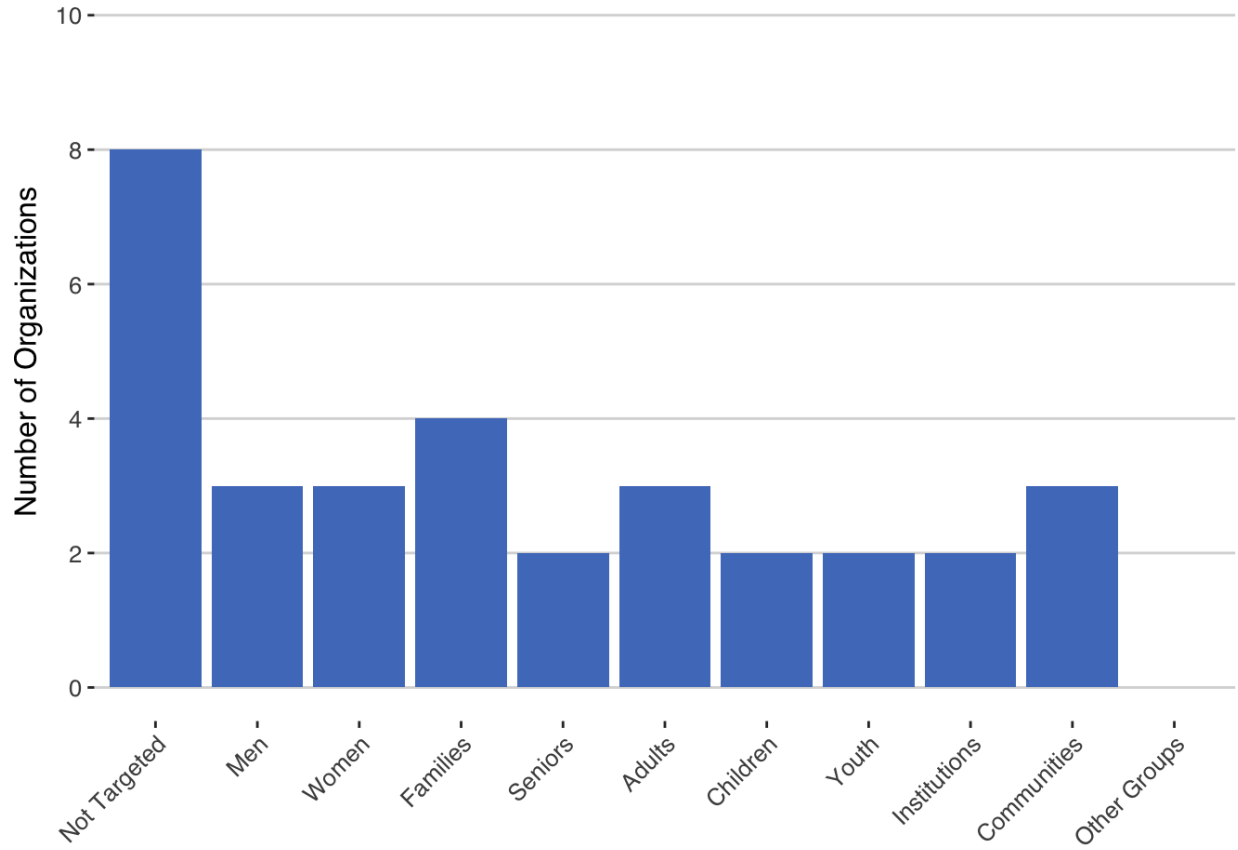
- K-12 French language schools and French as a second language (FSL) training.
- Second career training and GED.
- Employment training including co-op placements and education to achieve a recognized level of education for employment.
- Other education and training services including family literacy, employment certifications, parenting classes, and religious education.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 13 organizations who reported providing Education and Training Services, 12 organizations reported whether this is a core or occasional service.

Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)



Note. Of the 13 organizations who reported providing Education and Training Services, 12 organizations reported whether or not they targeted specific groups.

Summary:

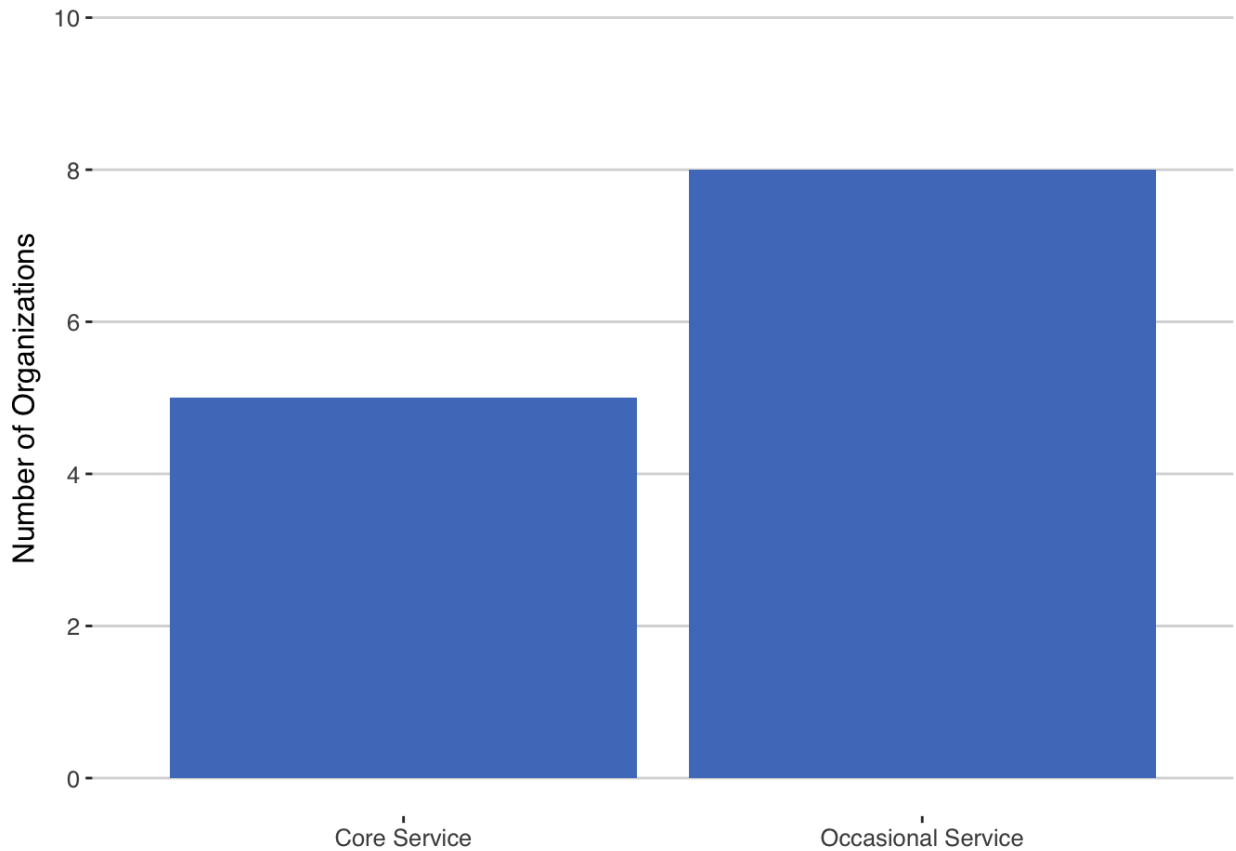
- Of the 13 organizations who reported providing education and training services, 7 identified this as a core service, whereas 5 identified this as an occasional service.
- Two-thirds of these organizations who provide education and training services do not target any particular group, whereas a third of these organizations target services towards families.

Recreation

Recreation – 13 (33%) of the organizations participating in the survey provide recreation services including:

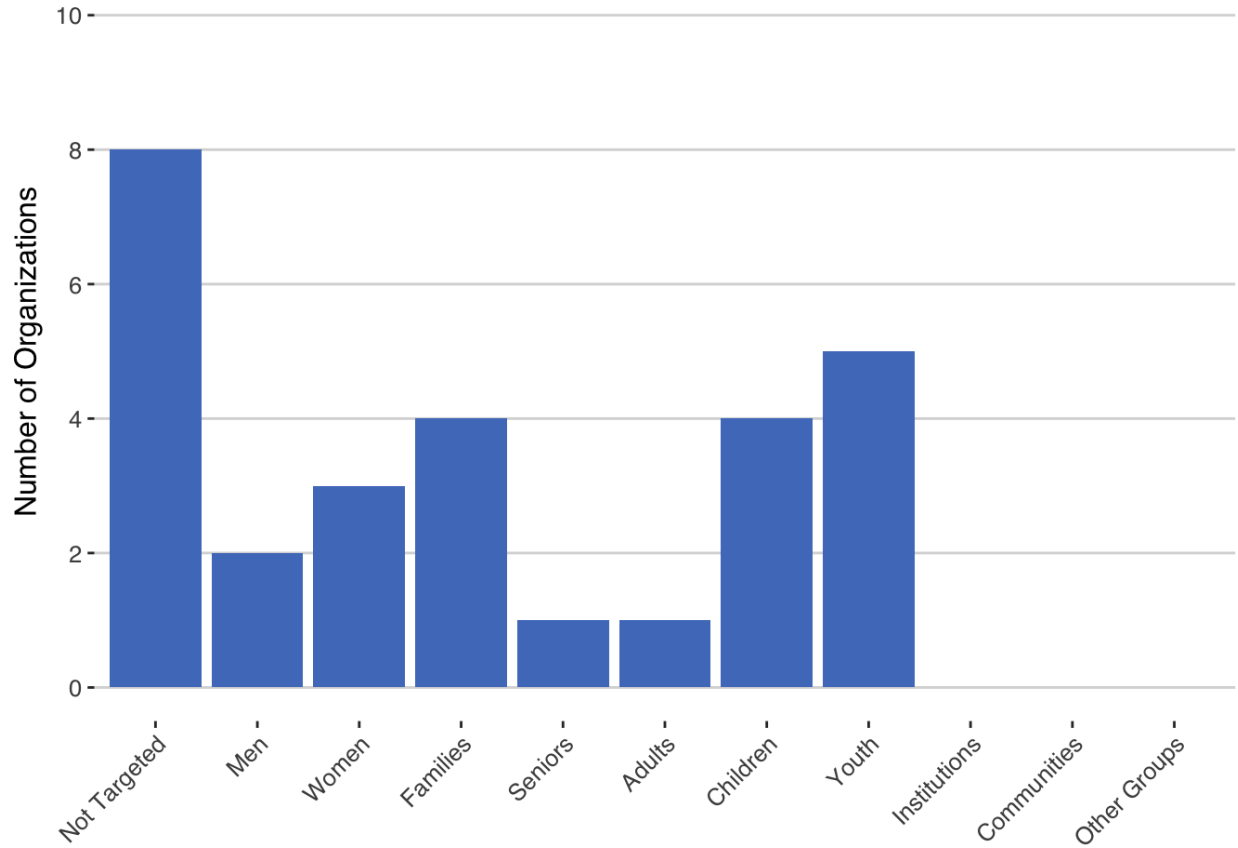
- French-language after-school recreational activities.
- Sports and other cultural recreational services for London's diverse ethnocultural communities.
- Specific activities for families, young children, and seniors in recreational centres, gyms, and libraries.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. This is based on the response of 13 organizations who reported whether Recreation Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. This is based on the response of 13 organizations who reported whether or not they targeted Recreation Services towards specific groups.

Summary:

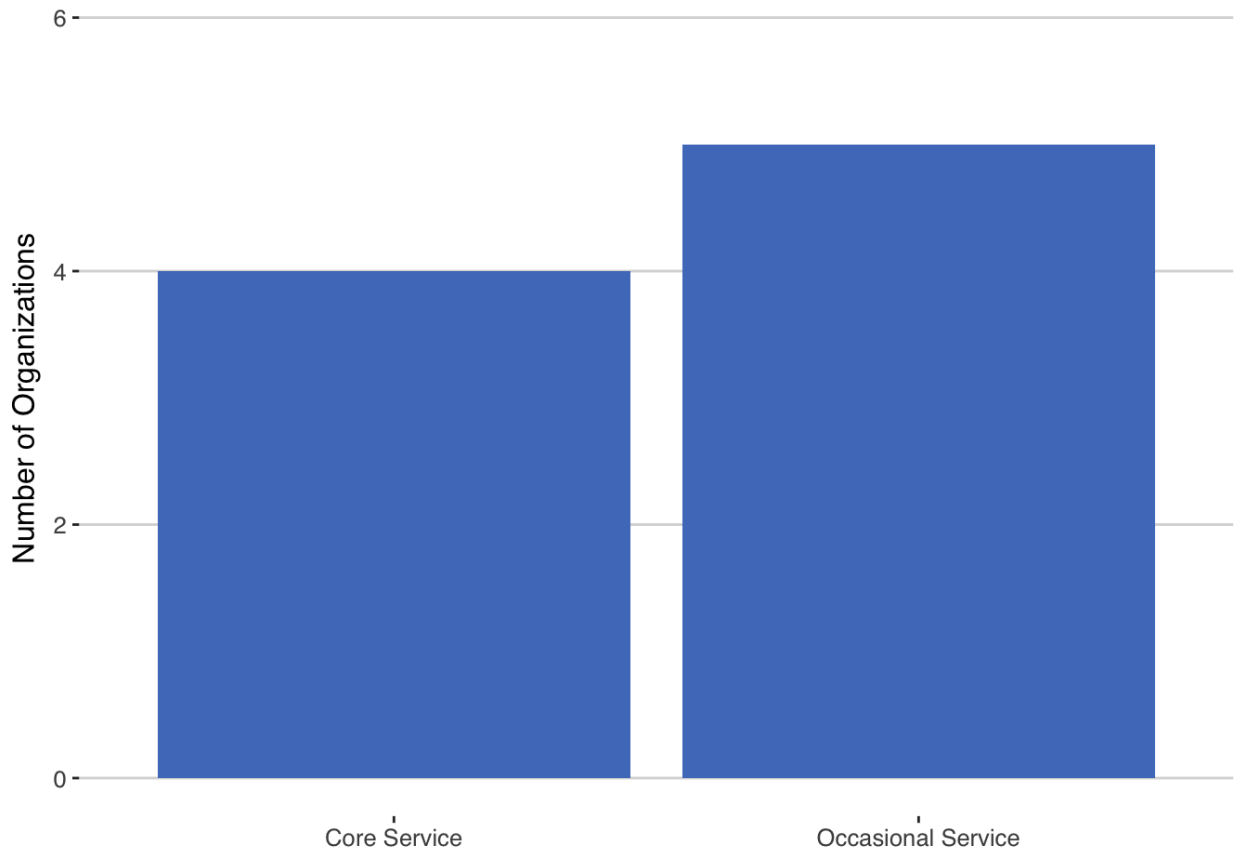
- Of the 13 organizations who reported providing recreation services, 5 identified this as a core service, whereas 8 identified this as an occasional service.
- 8 of these organizations who provide recreation services do not target services at any particular group.
- Over a third of these organizations target youth.
- Families and children are equally targeted, and women are targeted more than men.

Arts and Culture

Arts and Culture Services – 9 (23%) of the organizations participating in the survey provide arts and culture services including:

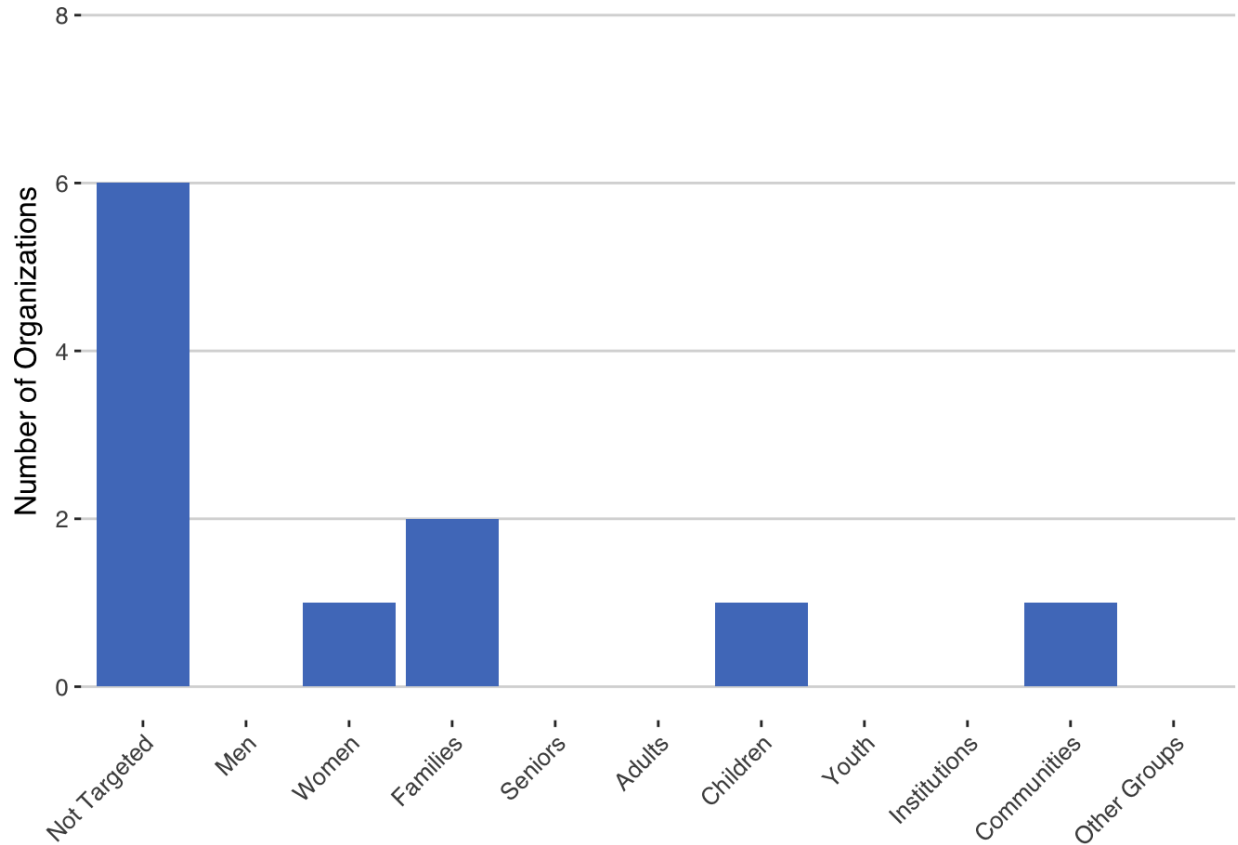
- Art and cultural activities offered to children and youths through the French language school board.
- Access to both online and offline books, music, movies, and other digital collections offered to the London community through its libraries.
- Art therapy for Yazidi and Syrian children.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. This is based on the response of 9 organizations who reported whether Arts and Culture Services represent a core or occasional service.

Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)



Note. This is based on the response of 9 organizations who reported whether or not they targeted Arts and Culture Services towards specific groups.

Summary:

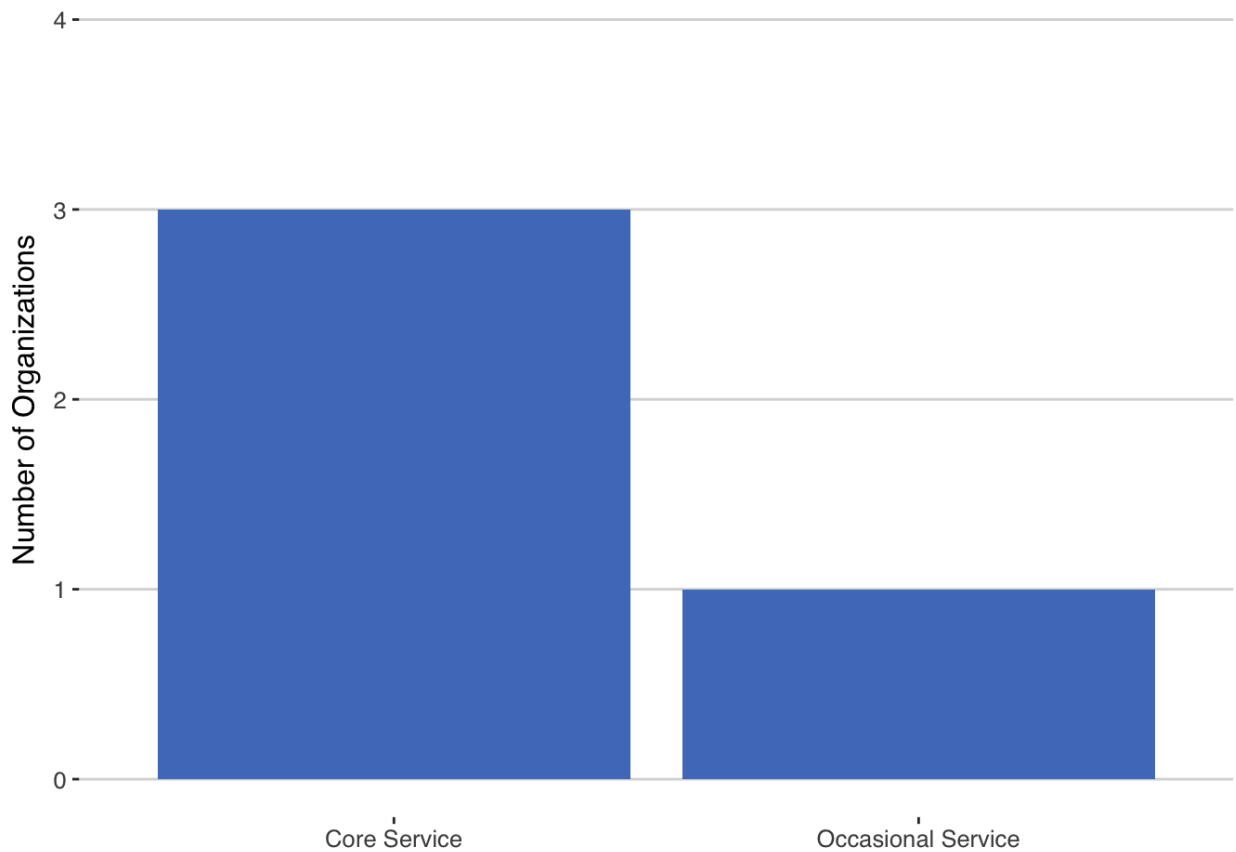
- Of the 9 organizations who reported providing arts and culture services, 4 identified this as a core service, whereas 5 identified this as an occasional service.
- Two-thirds of these organizations who provide arts and culture services do not target any particular group.
- None of the organizations target men, seniors, adults, youth, or institutions, and families represent the most targeted group.

Cross-Cultural Sensitivity or Anti-Racism Training

Cross-Cultural Sensitivity or Anti-Racism Training – 6 (15%) of the organizations participating in the survey provide cross-cultural sensitivity or anti-racism training including:

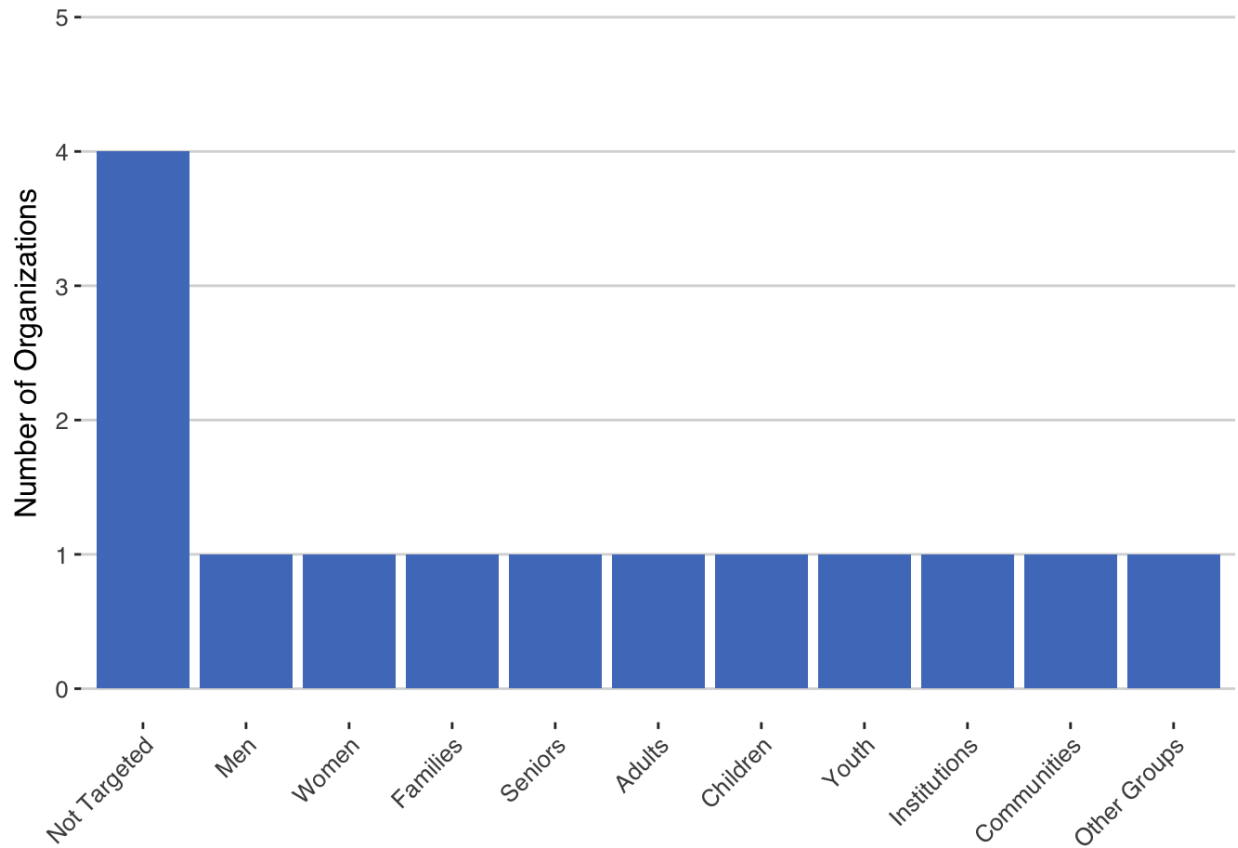
- Training to prevent bullying and segregation based on race for school-aged children and youths.
- Lectures, conferences, and workshops to address stigma and culturally-sensitive issues.
- Cultural sensitivity and anti-racism training to non-profit organizations.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 6 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training Services, 4 organizations reported whether this is a core or occasional service.

Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)



Note. This is based on the response of 6 organizations who reported whether or not they targeted Cross-Cultural Sensitivity or Anti-Racism Training Services towards specific groups.

Summary:

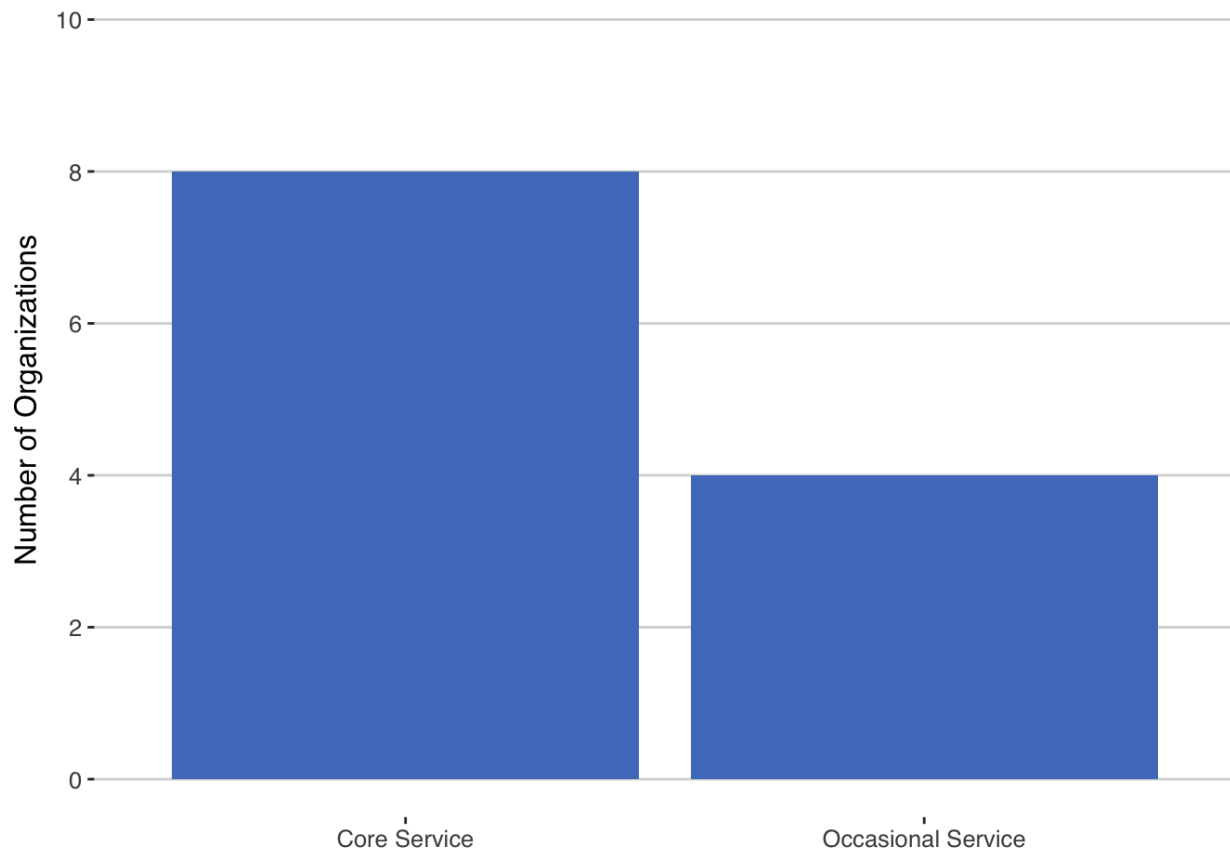
- Of the 6 organizations who reported providing cross-cultural sensitivity or anti-racism training, 3 identified this as a core service, whereas 1 identified this as an occasional service.
- Two thirds of the organizations who provide this service reported not targeting any particular group.
- All of the remaining groups were targeted equally.
- The organization that stated targeting other groups specified that cross-cultural sensitivity or anti-racism training was targeted towards all ages.

Advocacy

Advocacy – 15 (38%) of the organizations participating in the survey provide advocacy services including:

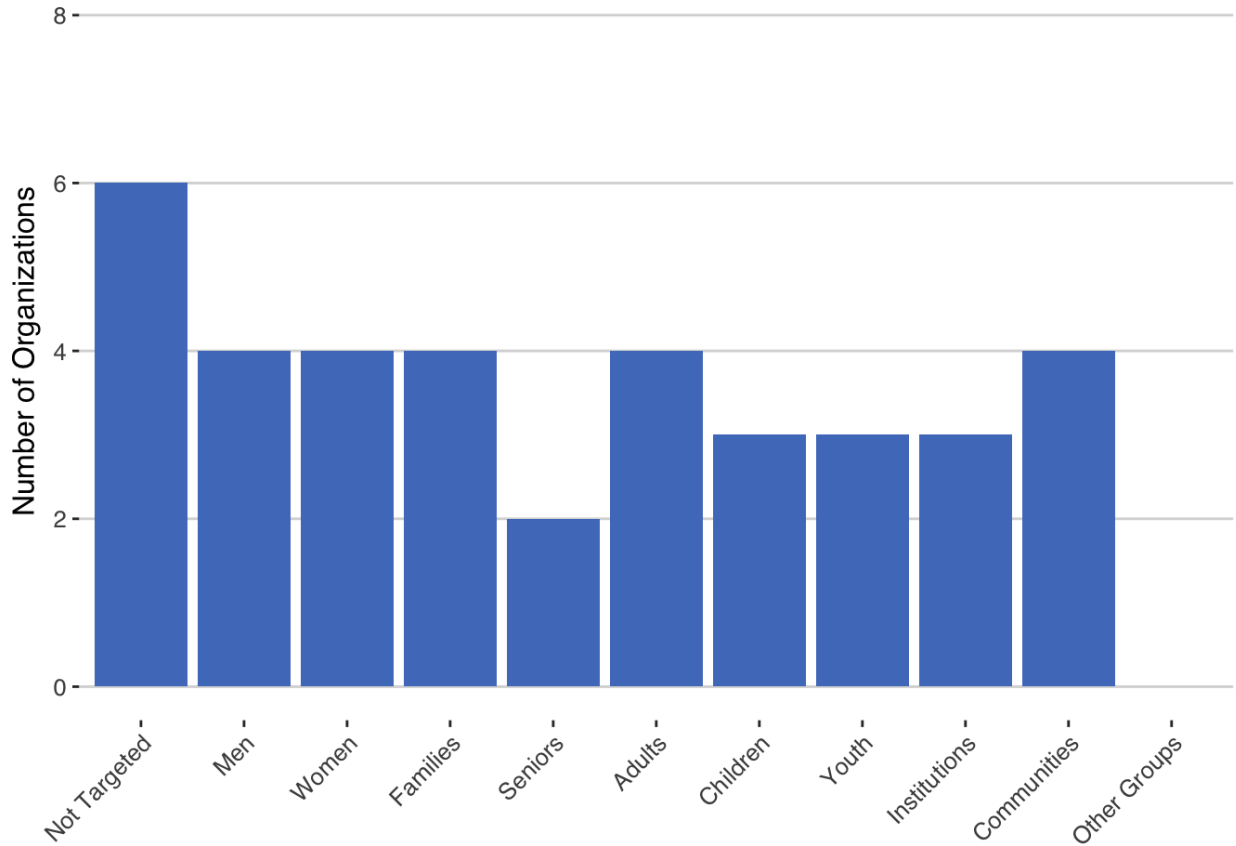
- Advocacy for client-specific needs such as paralegal assistance, applying to the Ontario Disability Service Program (ODSP) for mental health issues, and housing.
- Walk-in support for translations and connecting with other support and advocacy groups.
- Specific advocacy support for issues related to visible minority groups like racism and Islamophobia.
- Participation in research and conferences that advocate for the need of specific immigrant groups.
- Support for violence in domestic contexts, child protection, support for survivors of abuse (e.g., women and children), teaching accountability to abusers, and risk assessment.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 15 organizations who reported providing Advocacy Services, 12 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



Note. Of the 15 organizations who reported providing Advocacy Services, 13 organizations reported whether or not they targeted specific groups.

Summary:

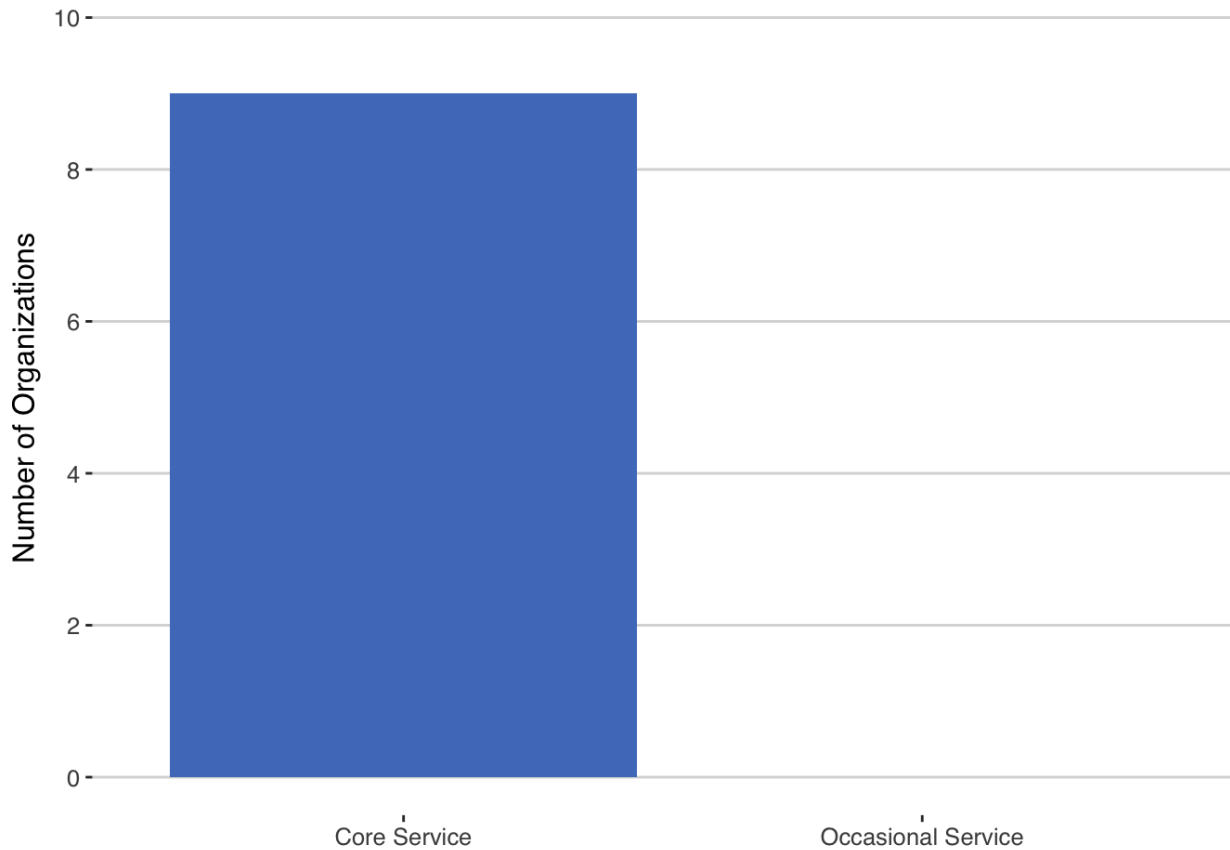
- Of the 15 organizations who reported providing advocacy services, 8 identified this as a core service, whereas 4 identified this as an occasional service.
- 40% of these organizations who reported providing advocacy services, reported not targeting any particular group.
- Organizations target their advocacy services to most demographic groups equally, with the exception of seniors to whom only 13% of organizations target their advocacy services.

Other Services

Other Services – 13 (33%) of the organizations participating in the survey provide other services including:

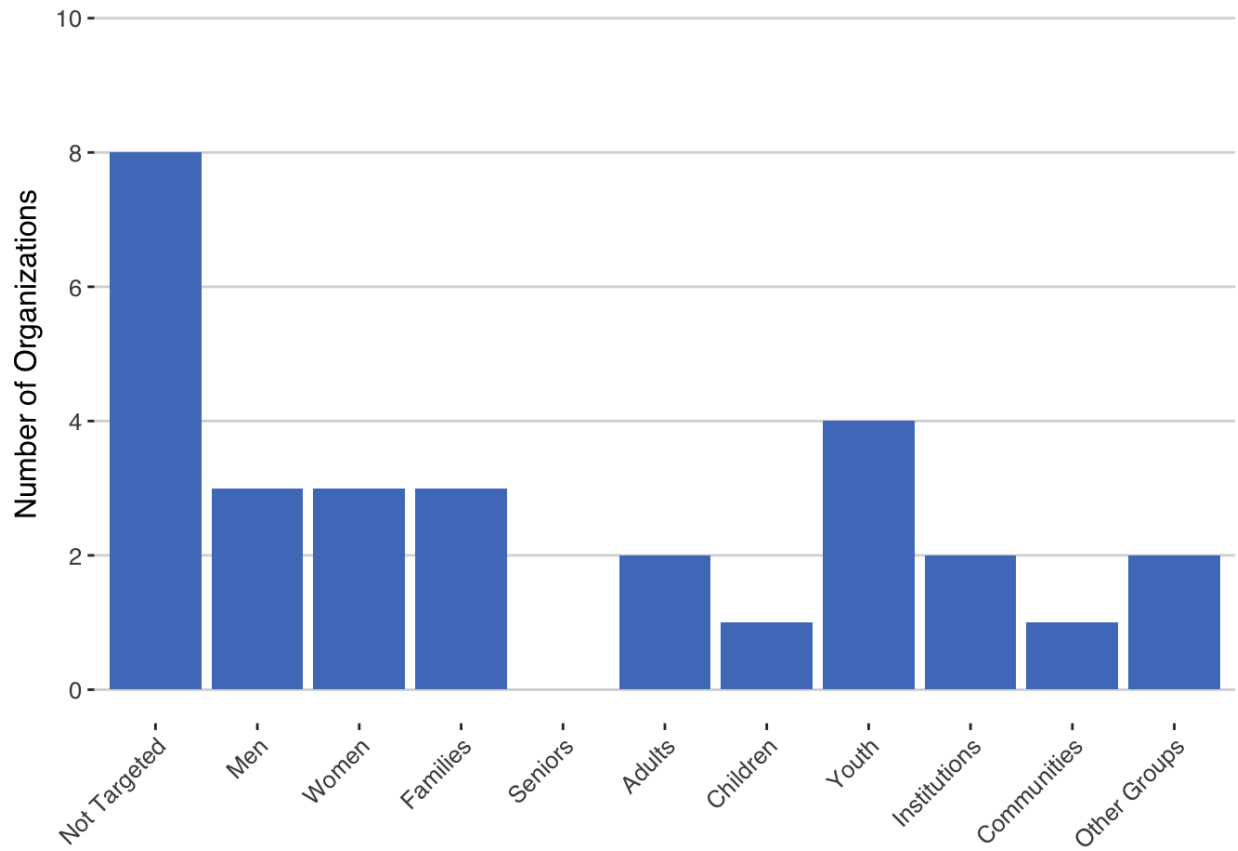
- Settlement services specific to French-language newcomers.
- Mentorship programs, entrepreneurial skill development.
- Linking newcomers with companies willing to hire clients with low English language proficiency.
- Provide funding and services to organizations that service the newcomer population.
- Family safety and child protection services.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?



Note. Of the 13 organizations who reported providing Other Services, 9 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)**



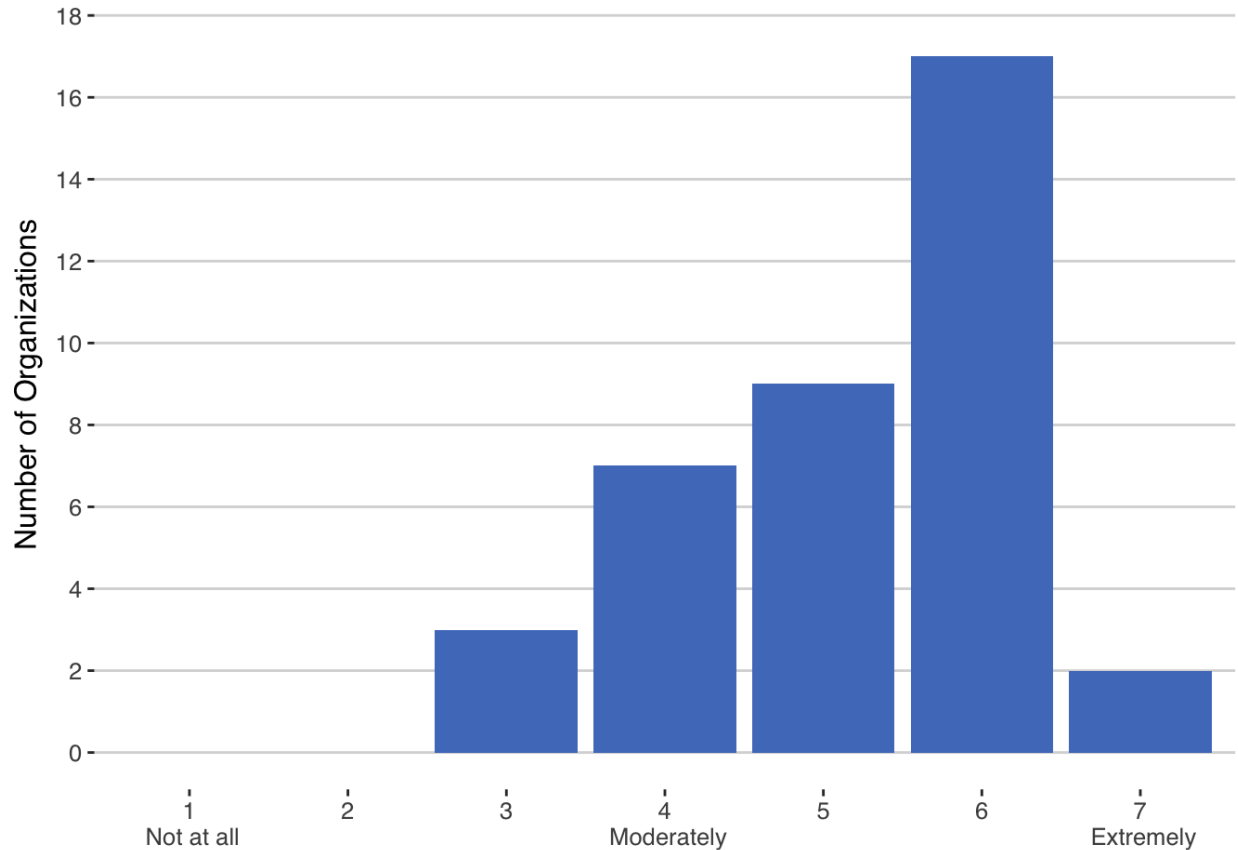
Note. This is based on the response of 13 organizations who reported whether or not they targeted Other Services towards specific groups.

Summary:

- Of the 13 organizations who reported providing Other Services, 9 identified this as a core service, whereas others did not select a response.
- 8 of these organizations who reported that they provide other services than the ones specified do not target these services towards any particular group.
- Youth are targeted by approximately 30% of these organizations.
- Men, women, and families are targeted equally.
- Examples of other groups include individuals involved with the law and Francophones.

2. Connections with Other Organizations

How aware are you of the services offered by other organizations?

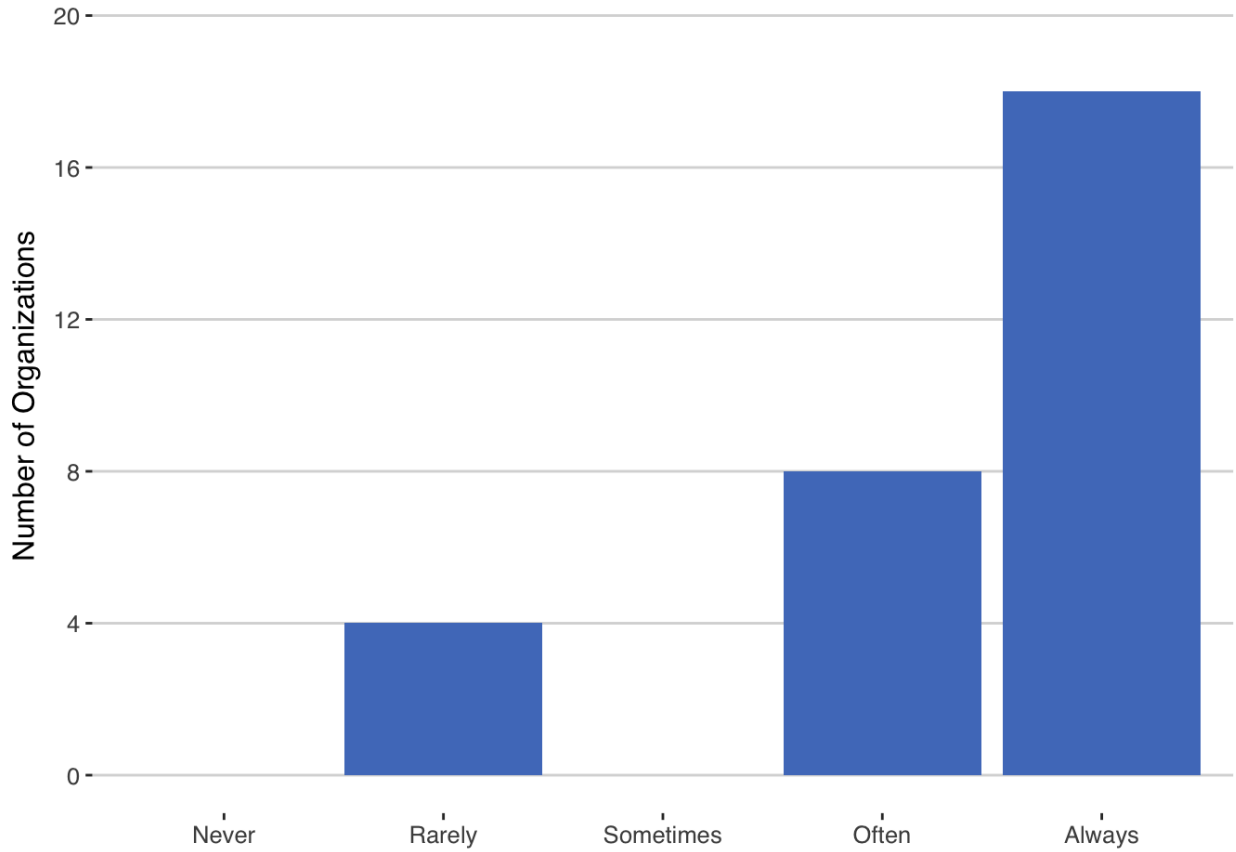


Note. This is based on the responses of 38 organizations.

Awareness of Other Organizations - 35 (92%) of the organizations who responded to this question reported being at least moderately aware of the services of other organizations. People reported that their awareness of other services stemmed from:

- Participation with the LMLIP sub-councils and community roundtables.
- Personal and professional connections with other individuals and organizations.
- 211 Ontario—a 24-hour confidential helpline and website that provides information on community, social, health, and government services.

How often do you work with other organizations in London and Middlesex to run your programs?



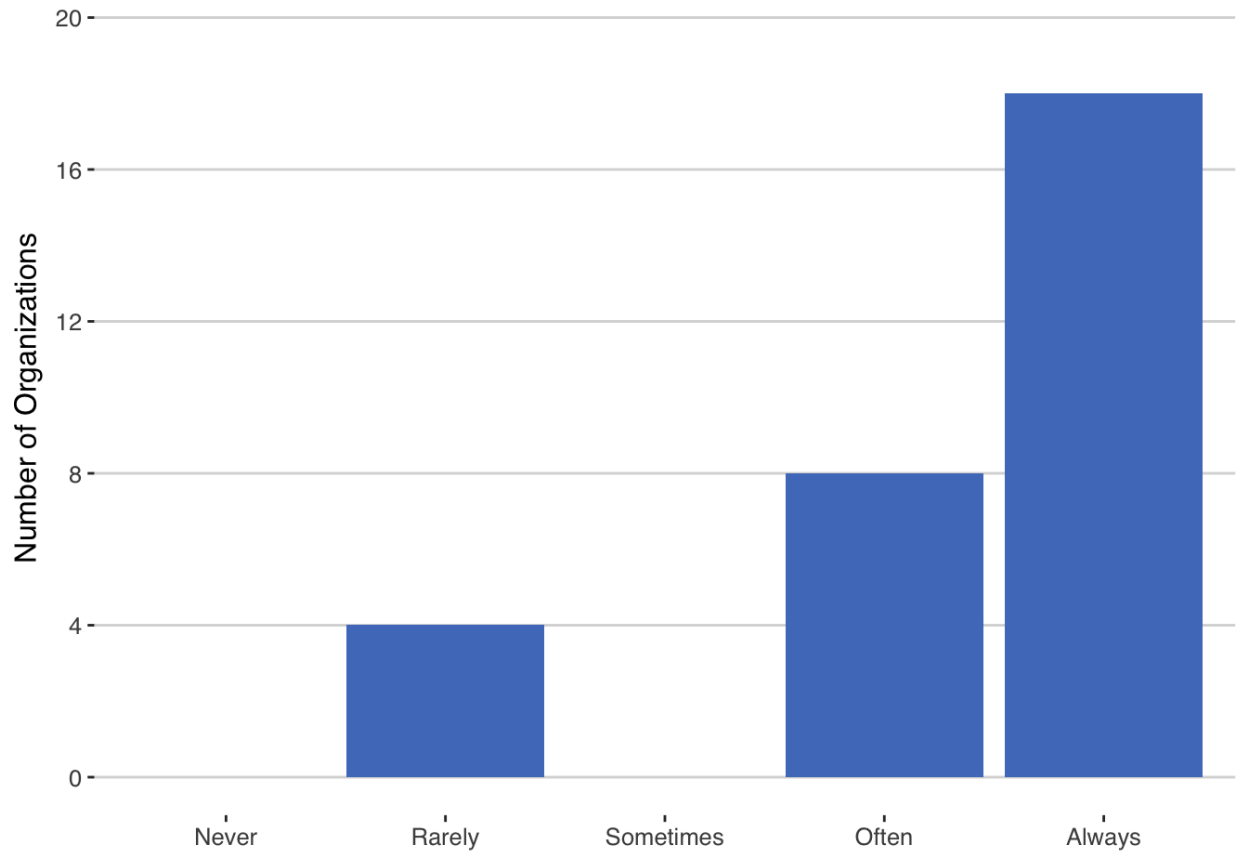
Note. This is based on the responses of 30 organizations.

Work with Other Organizations –26 (87%) of the organizations who responded to this question reported often or always working with other organizations.

The types of organizations worked with include:

- Thames Valley District School Board.
- ANOVA.
- Merrymount.
- College Boreal.
- Cross-Cultural Learner Centre.
- Children’s mental health sector.
- Neighborhood community centres, places of faith, and other institutions.

How often do you refer clients to other services in London and Middlesex?



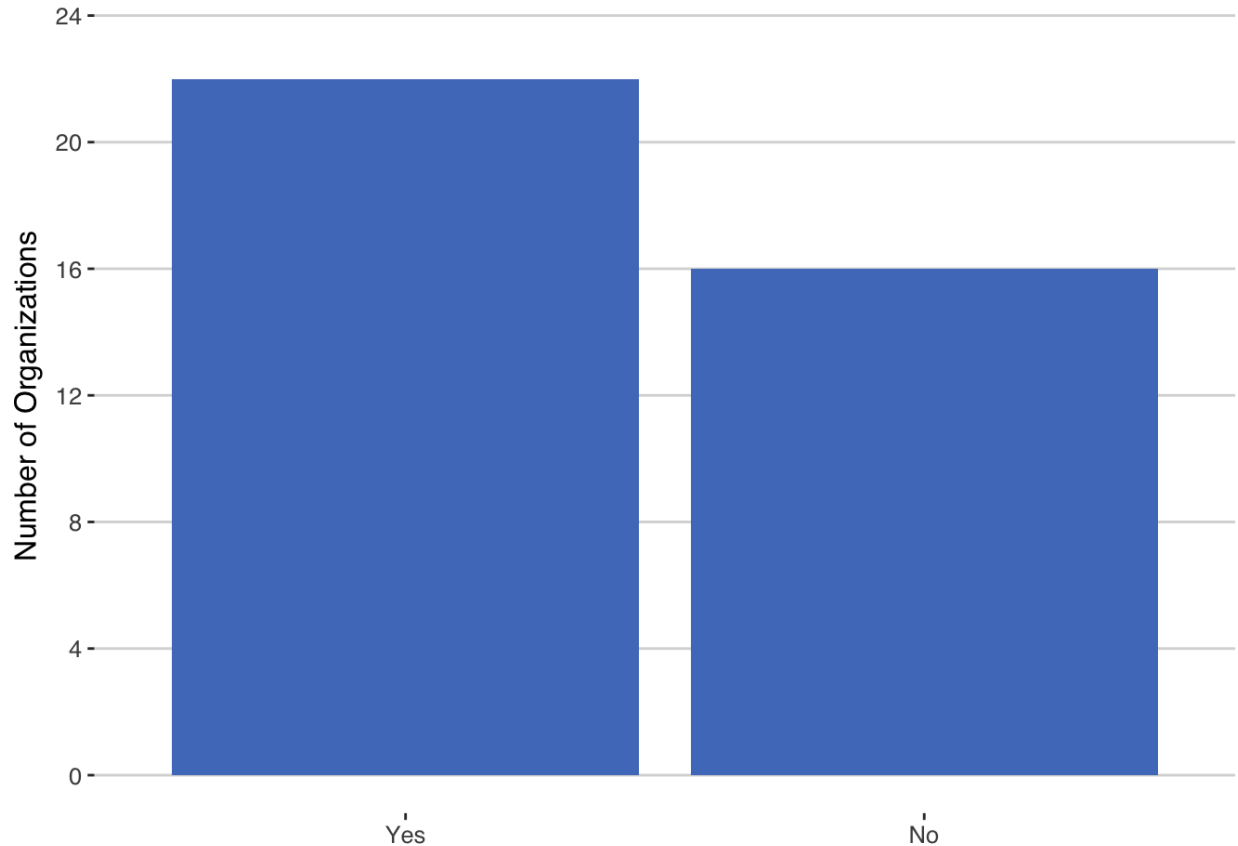
Note. This is based on the responses of 27 organizations.

Refer to other organizations –20 (74 %) of the organizations who responded to this question reported often or always referring their clients to other organizations based on the needs of the client including:

- Health services.
- Employment services.
- Francophone services.
- Settlement services.
- Language services.
- Educational services.
- Networking.

Very few of these services were identified as immigrant-specific.

Do you have links with organizations in locations outside of London and Middlesex with whom you can share lessons and best practices?



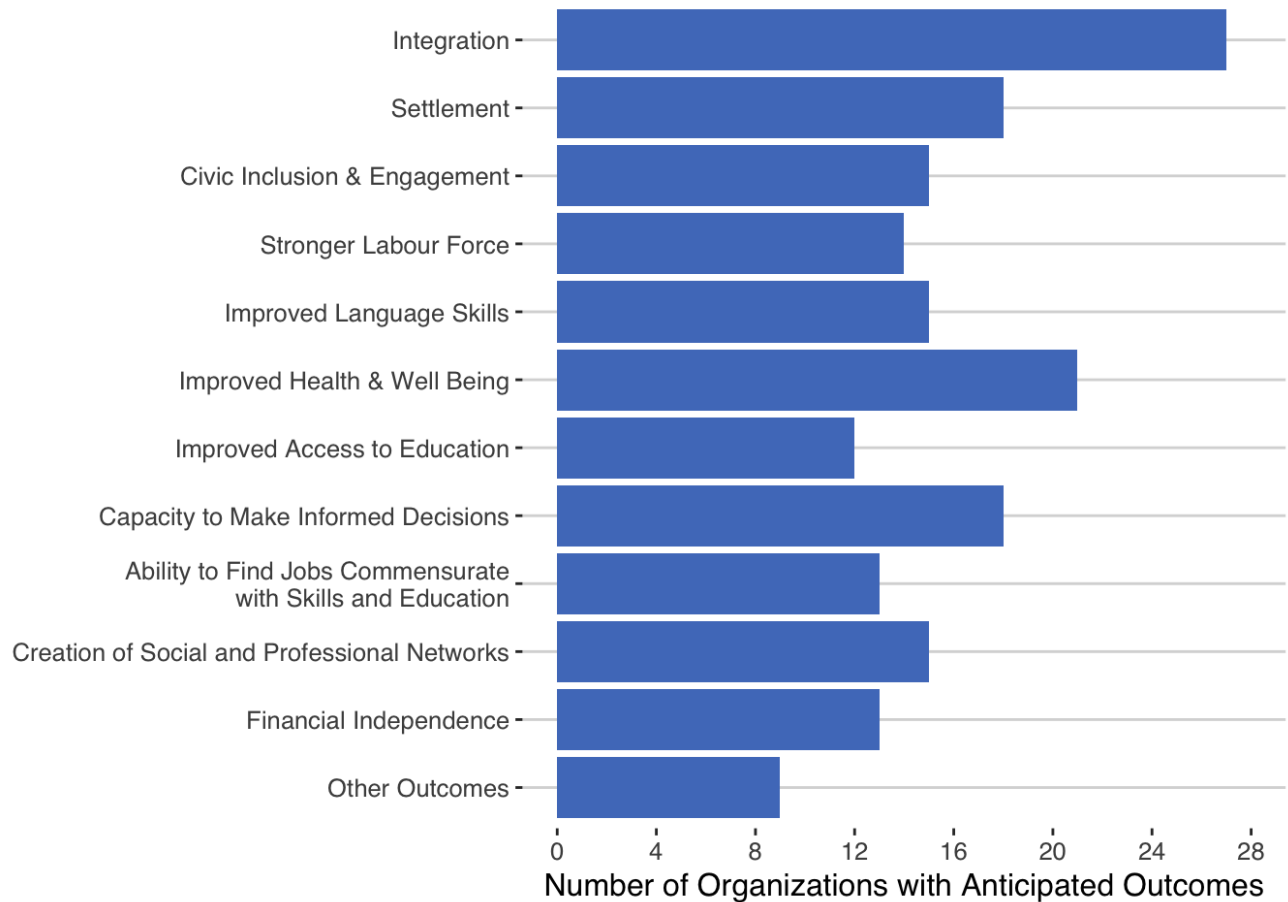
Note. This is based on the responses of 38 organizations.

Links with organizations outside of London & Middlesex - 22 (58 %) of the organizations who responded to this question indicated that they link with organizations outside of the London & Middlesex area to share best practices, including:

- Council of Universities.
- Partnering with neighboring community groups.
- Other Local Immigration Partnerships such as the St. Thomas/Elgin LMLIP.
- Ontario Nonprofit Network.
- Ontario Council of Agencies Serving Immigrants.

3. Outcomes and Evaluation of Current Services

What are the anticipated outcomes of your current services? (Check all that apply)

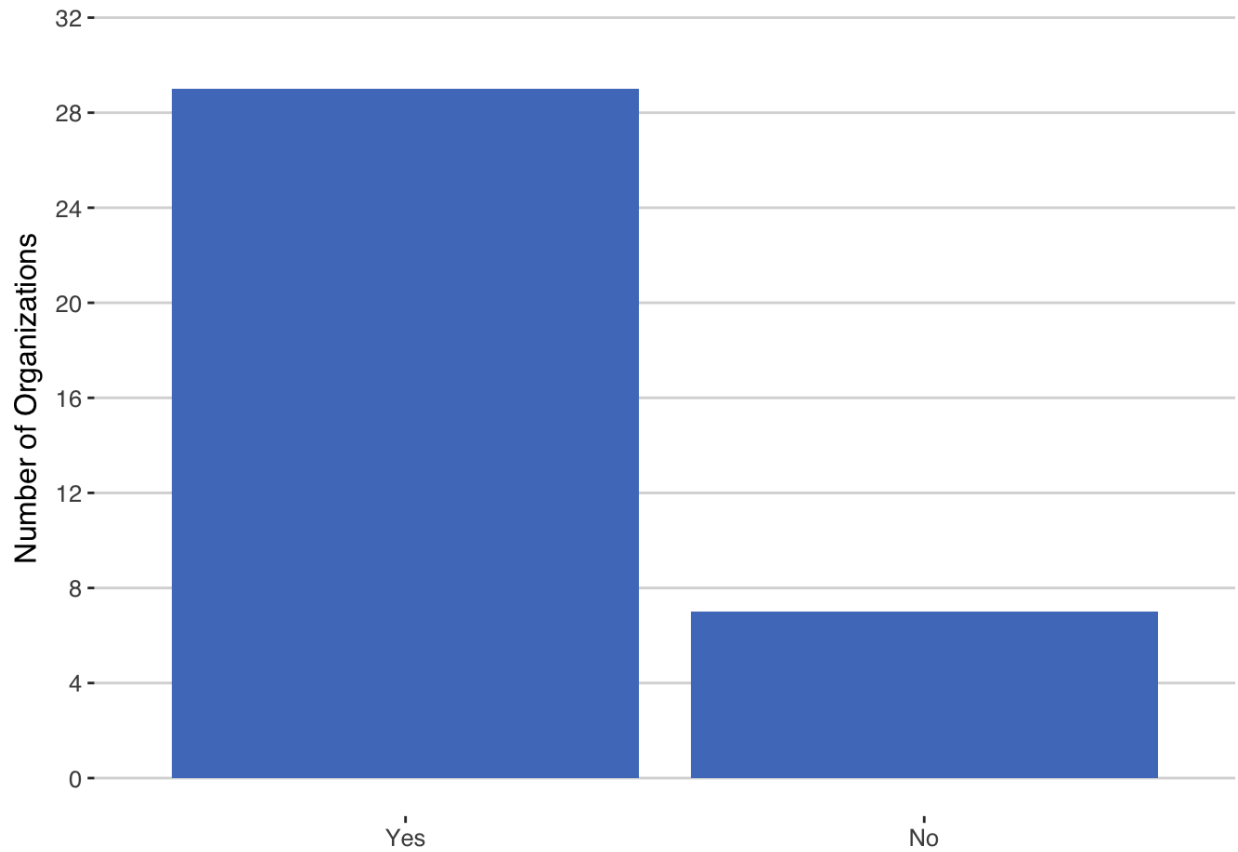


Note. This is based on the responses of 35 organizations.

Summary:

- Of the 35 organizations who responded to this question about anticipated outcomes, 29 (83%) reported having 3 or more anticipated outcomes for their services.
- Integration is the most common outcome, anticipated by 27 (74%) of the 35 organizations who reported having anticipated outcomes for their services.
- Over half of the organizations who responded to this question anticipate improving mental health and well-being, the capacity to make informed decisions, and settlement.
- More than a third of the organizations who responded to this question anticipate financial independence, the creation of social and professional networks, the ability to find jobs commensurate with skills and education, improved access to education, improved language skills, civic inclusion and engagement, and a stronger labour force.
- Other outcomes include family stability, improved access to literacy and information, and equitability.

Do you try to evaluate the effectiveness of your services?



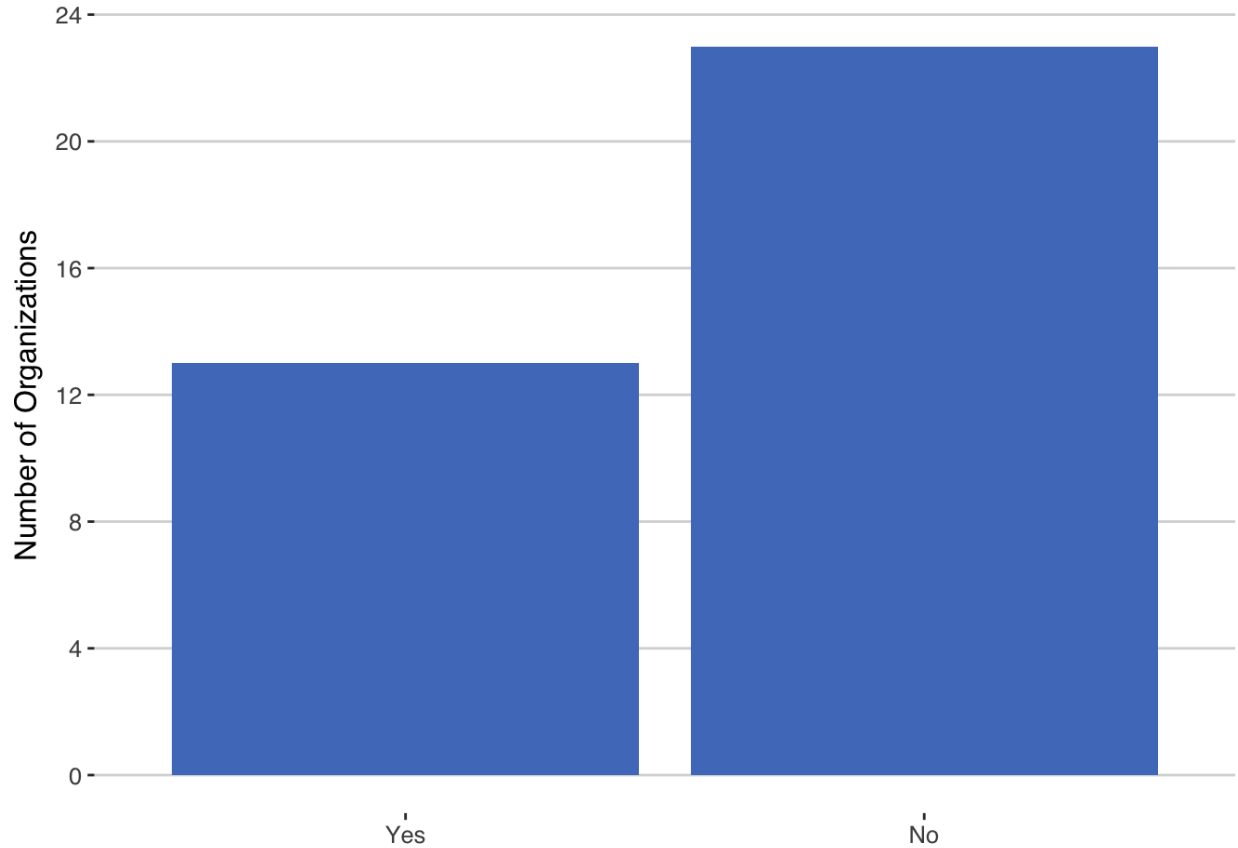
Note. This is based on the responses of 36 organizations.

Evaluation – 29 (81%) of the organizations who responded to this question indicated that they performed different types of evaluations including:

- Third-party evaluation.
- Surveys and focus groups with clients.
- Ongoing program evaluations.
- Graduation and other educational metrics.

4. Emerging Plans

Does your organization have any emerging plans to provide new services to immigrants in London and Middlesex?



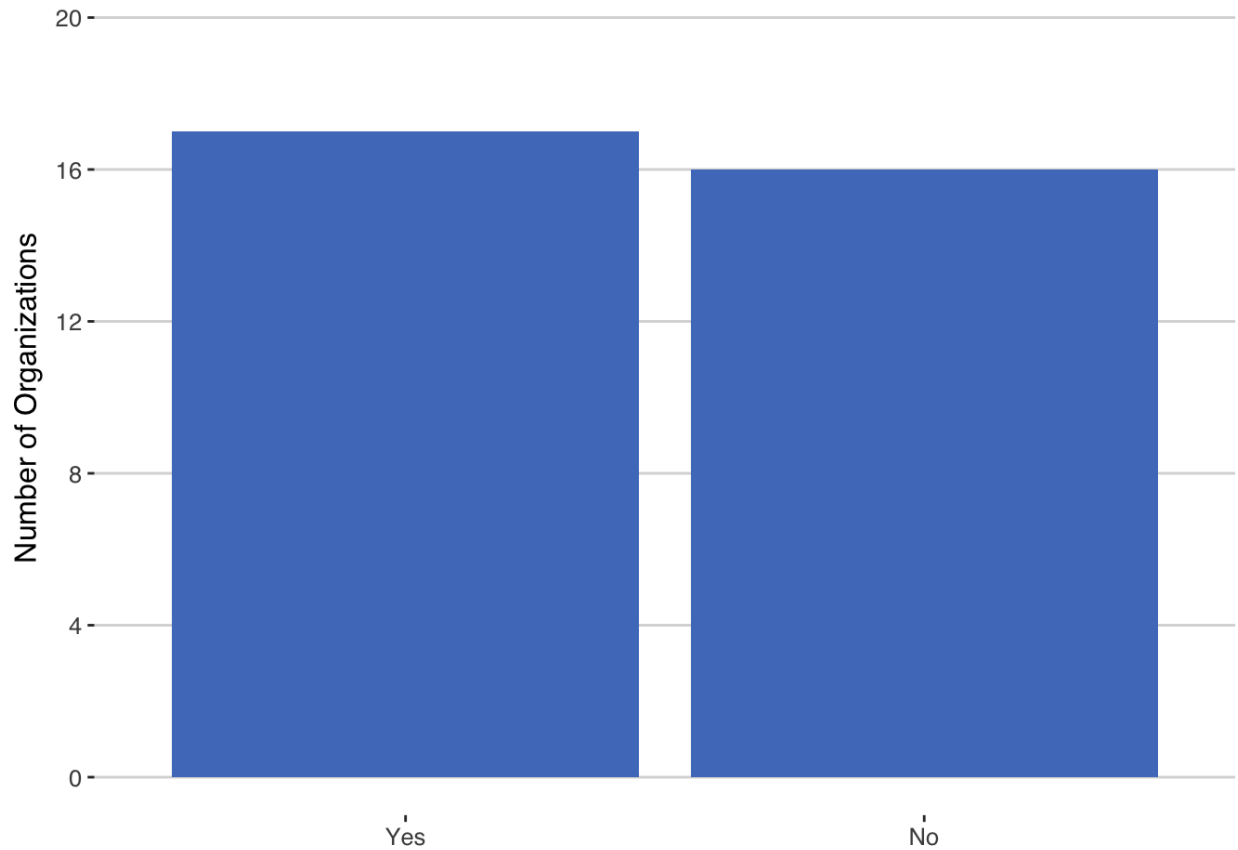
Note. This is based on the responses of 36 organizations.

Emerging plans—13 (36 %) of the organizations who responded to this question indicated that they had emerging plans to provide new services to immigrants in London, including:

- Francophone language evaluation and assessment.
- Revised literacy programming.
- Art, music, and play therapy targeted towards refugee children's mental health.
- Evidence-based programming for the Muslim/newcomer experience.

Many of the organizations indicated that they plan to offer new services based on their strategic planning goals.

Does your organization have any specific strategies to market your services to newcomers and immigrants?



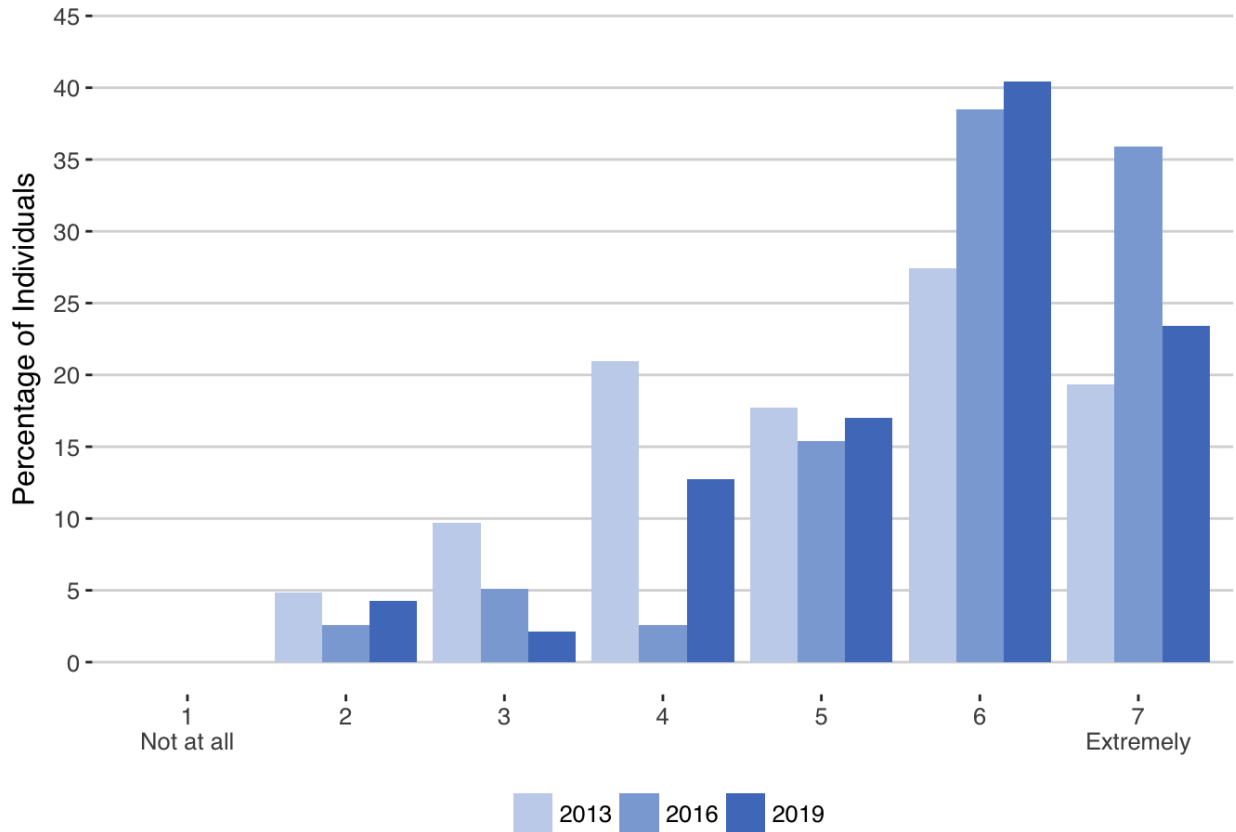
Note. This is based on the responses of 33 organizations.

Strategies to Market Services – 17 (52 %) of the organizations who responded to this question indicated that they have specific strategies to market services to newcomers and immigrants, including:

- Multimedia advertising including print media, brochures, Google AdWords campaign, and social media.
- Outreach and participation in community and mentorship events.
- French translation for all existing resources.
- A small subset of the organizations who responded that they have strategies to market their services plan to do so in the future but have not yet outlined specific strategies.

5. Assessment of the London & Middlesex Local Immigration Partnership

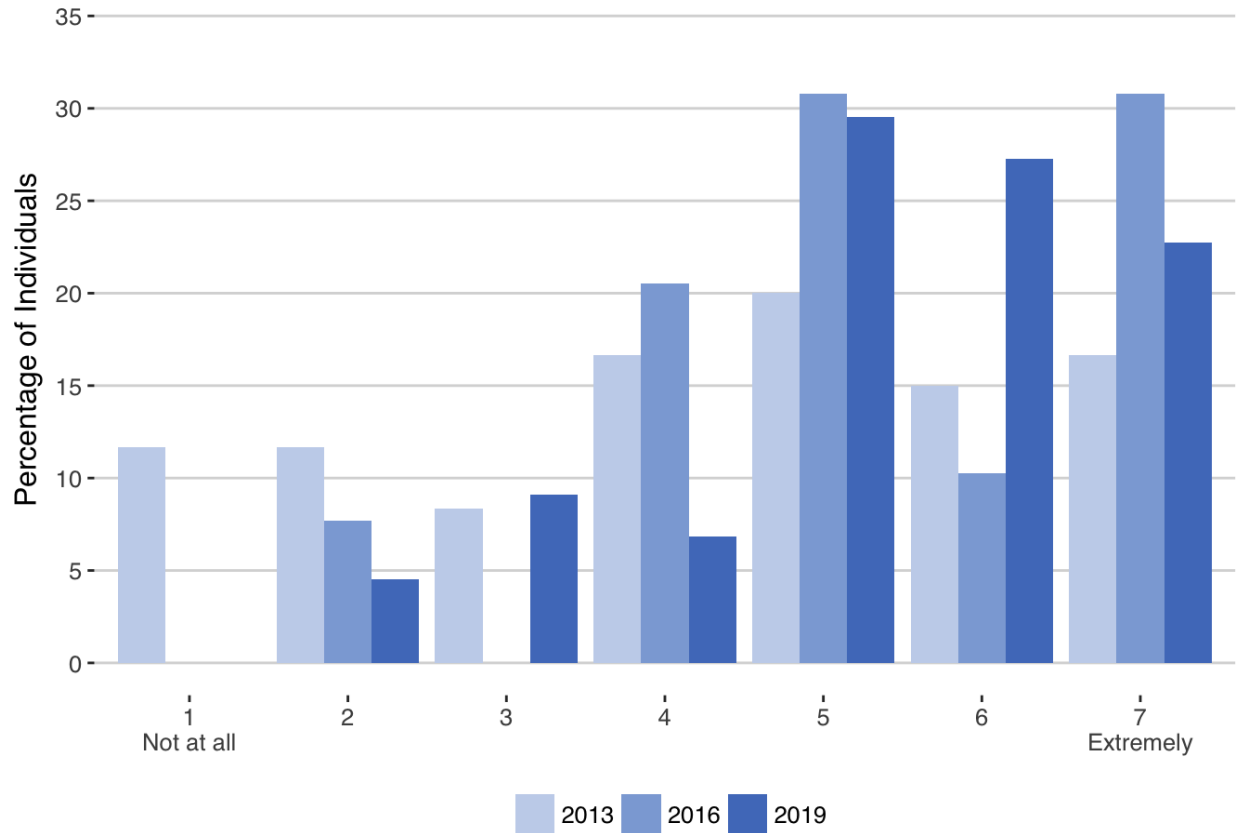
To what extent are you familiar with the activities of the London & Middlesex Local Immigration Partnership?



Note. This is based on the response of 62 individuals in 2013, 39 individuals in 2016, and 47 individuals in 2019.

- Over half of the individuals who answered this question in 2019 reported being quite familiar with the activities of the London & Middlesex Local Immigration Partnership, with 64% of organizations choosing 6 or 7 on a 7-point scale.
- 81% of the individuals who answered this question in 2019 reported that they were quite familiar with the activities of the LMLIP (i.e., provided responses of 5, 6, or 7 on the 7-point scale) compared to 65% in 2013.

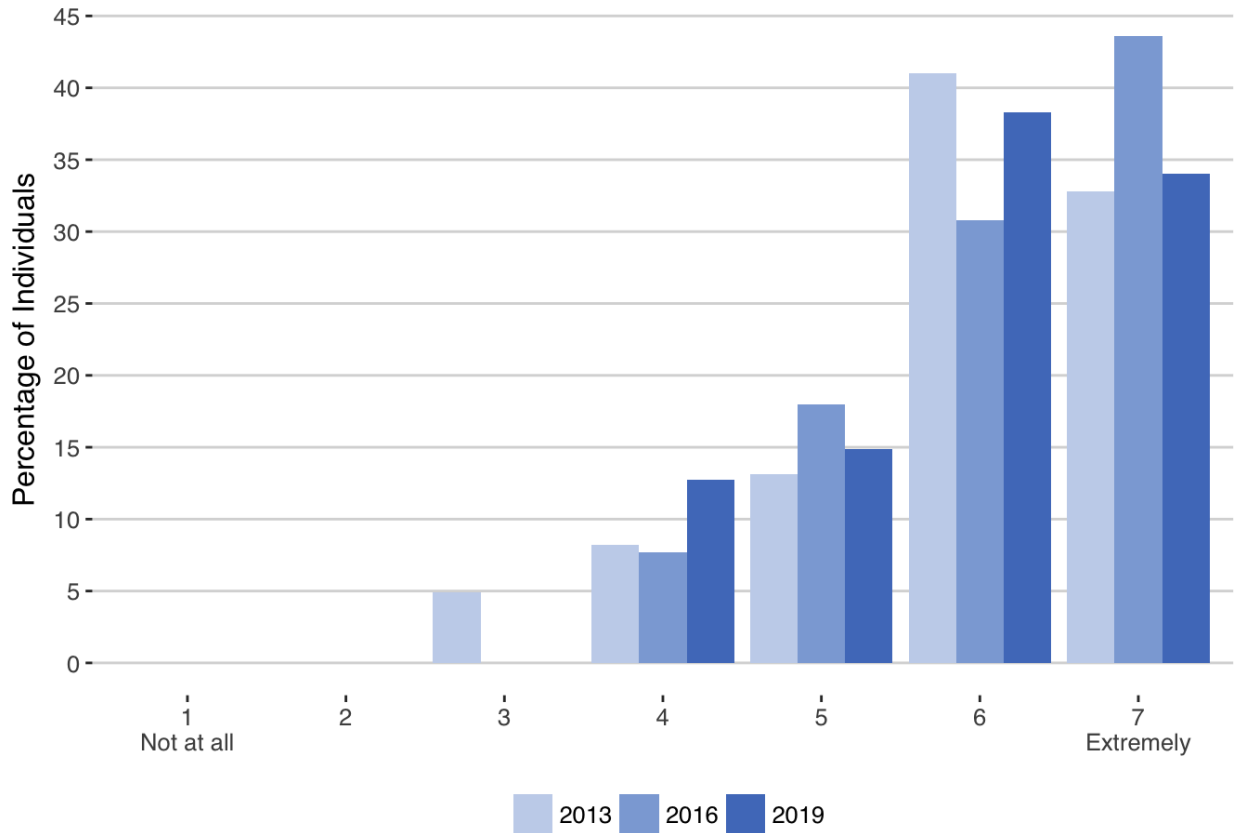
To what extent has your organization participated in the London & Middlesex Local Immigration Partnership?



Note. This is based on the response of 60 individuals in 2013, 39 individuals in 2016, and 44 individuals in 2019.

- 86% of the individuals who responded to this question in 2019 have at least participated moderately in the London & Middlesex Local Immigration Partnership (i.e., scoring 4 or above on the 7-point scale).
- More participants chose responses ranging from 5 - 7 in 2019 compared to 2016, indicating a moderate increase in participation.

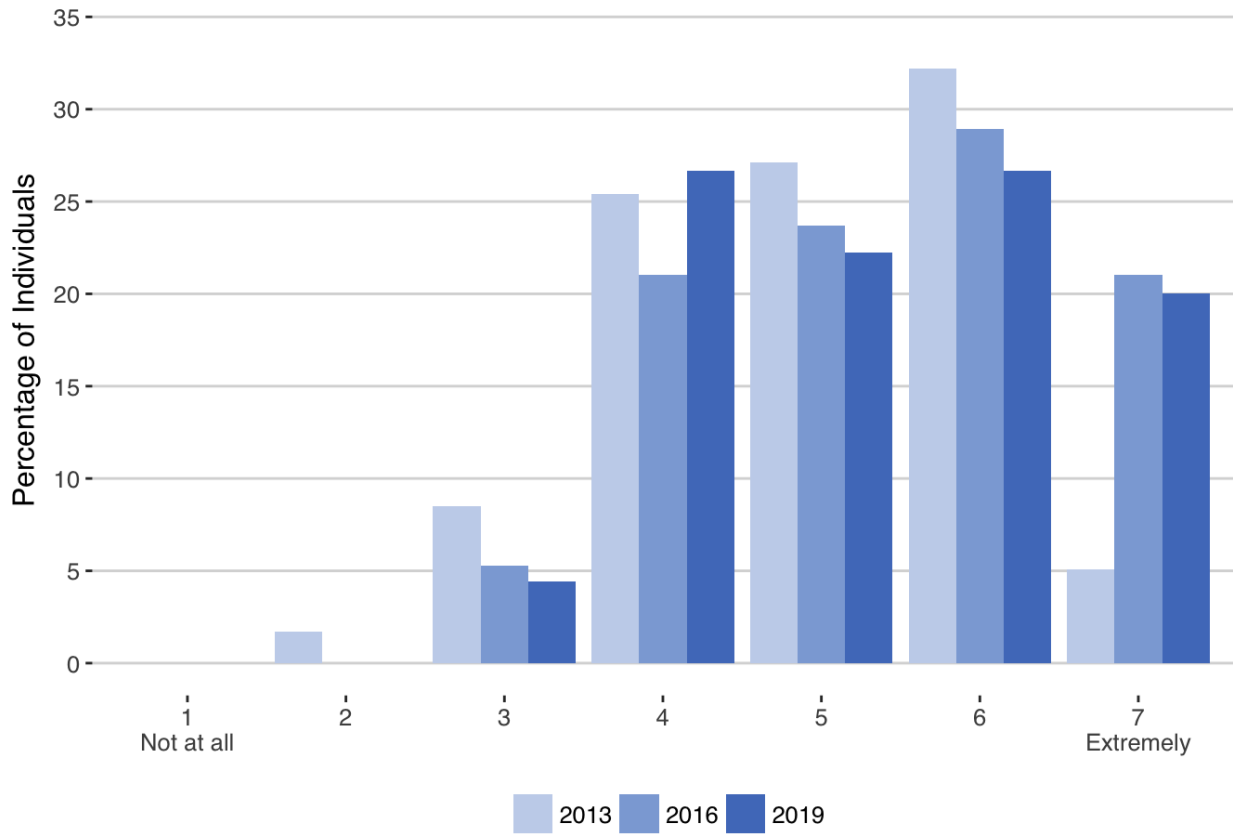
Do you think the London & Middlesex Local Immigration Partnership is relevant to the work going on in the community to support immigrants?



Note. This is based on the response of 61 individuals in 2013, 39 individuals in 2016, and 47 individuals in 2019.

- All individuals who answered this question in 2019 report that the London & Middlesex Local Immigration Partnership is at least moderately relevant to the work going on in the community to support immigrants (i.e., responding 4 to 7 on the scale).
- Perceptions of the relevance of the London & Middlesex Local Immigration Partnership to the work going on in the community to help immigrants has remained the same since the last cycle (100% in 2019 and 2016 responding 4 – 7 on the 7-point scale).

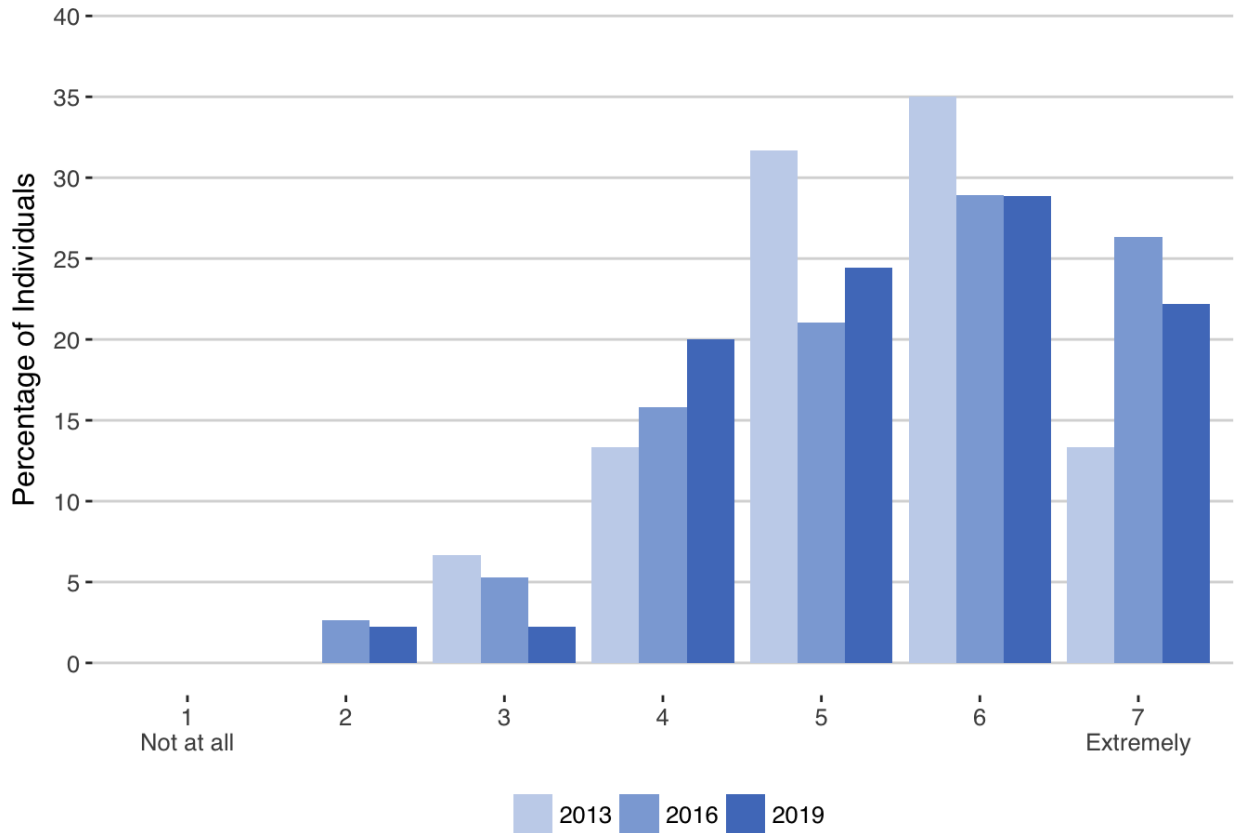
Do you think the London & Middlesex Local Immigration Partnership has changed the way in which services for immigrants are delivered in London and Middlesex?



Note. This is based on the response of 59 individuals in 2013, 38 individuals in 2016 and 45 individuals in 2019.

- Almost all of the individuals who responded to this question in 2019 reported that the London & Middlesex Local Immigration Partnership has at least moderately changed the way in which services for immigrants are delivered in London and Middlesex (i.e., responding 4 – 7 on the scale).
- Perceptions of the London & Middlesex Local Immigration Partnership's role in changing how services are delivered to immigrants has remained roughly the same since the last cycle (95% in 2016 and 96% in 2019 responding 4 – 7 on the 7-point scale)
- The proportion of individuals responding to this question who think that the LMLIP has been extremely involved in changing how services are delivered has remained roughly the same since the last cycle (21% in 2016 to 20% in 2019).

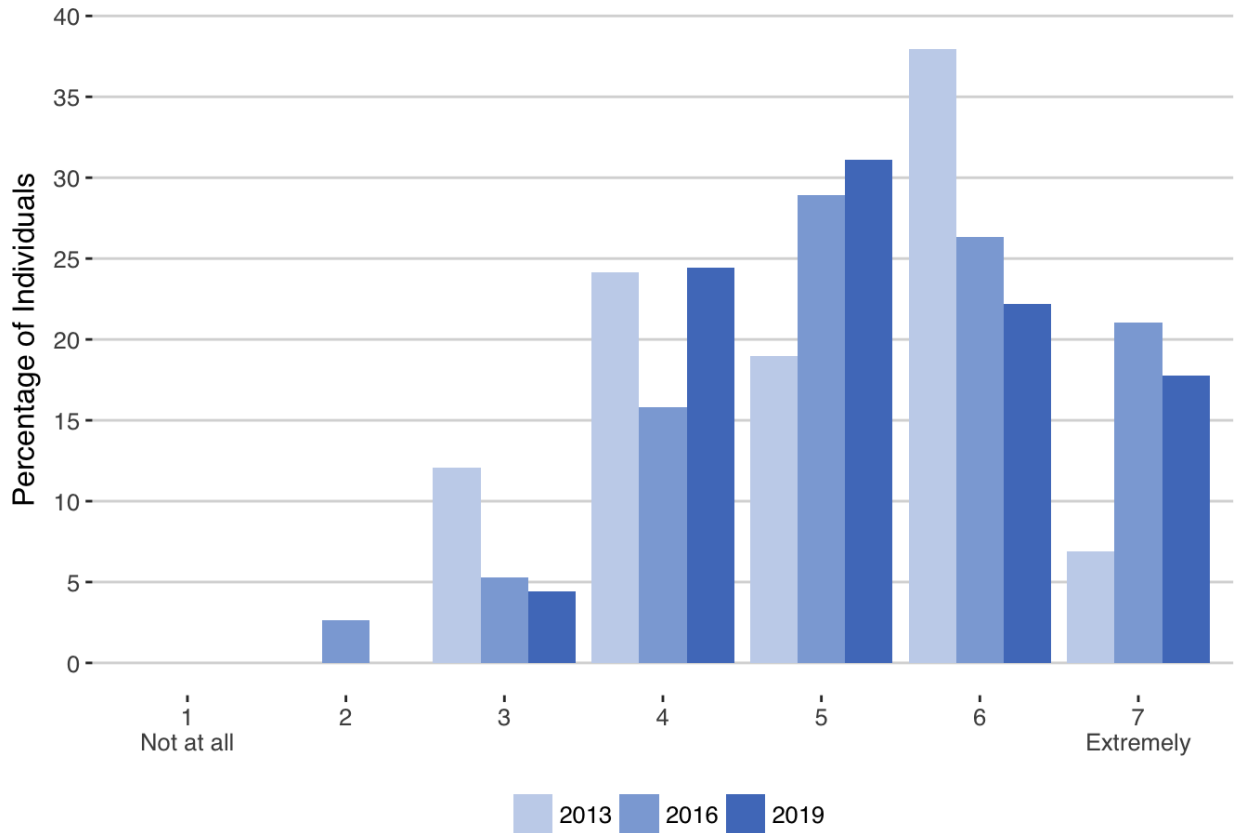
Do you think the London & Middlesex Local Immigration Partnership has increased the coordination of services for immigrants in London and Middlesex?



Note. This is based on the response of 60 individuals in 2013, 38 individuals in 2016, and 45 individuals in 2019.

- The vast majority of individuals who responded to this question (96%) in 2019 believed that the London & Middlesex Local Immigration Partnership has at least moderately increased the coordination of services for immigrants (i.e., responding 4 – 7 on the 7-point scale).
- Perceptions of the London & Middlesex Local Immigration Partnership's role in increasing the coordination of services as moderate and above has increased slightly since the last cycle (96% in 2019 as compared with 92% in 2016 responding 4 – 7 on the 7-point scale).

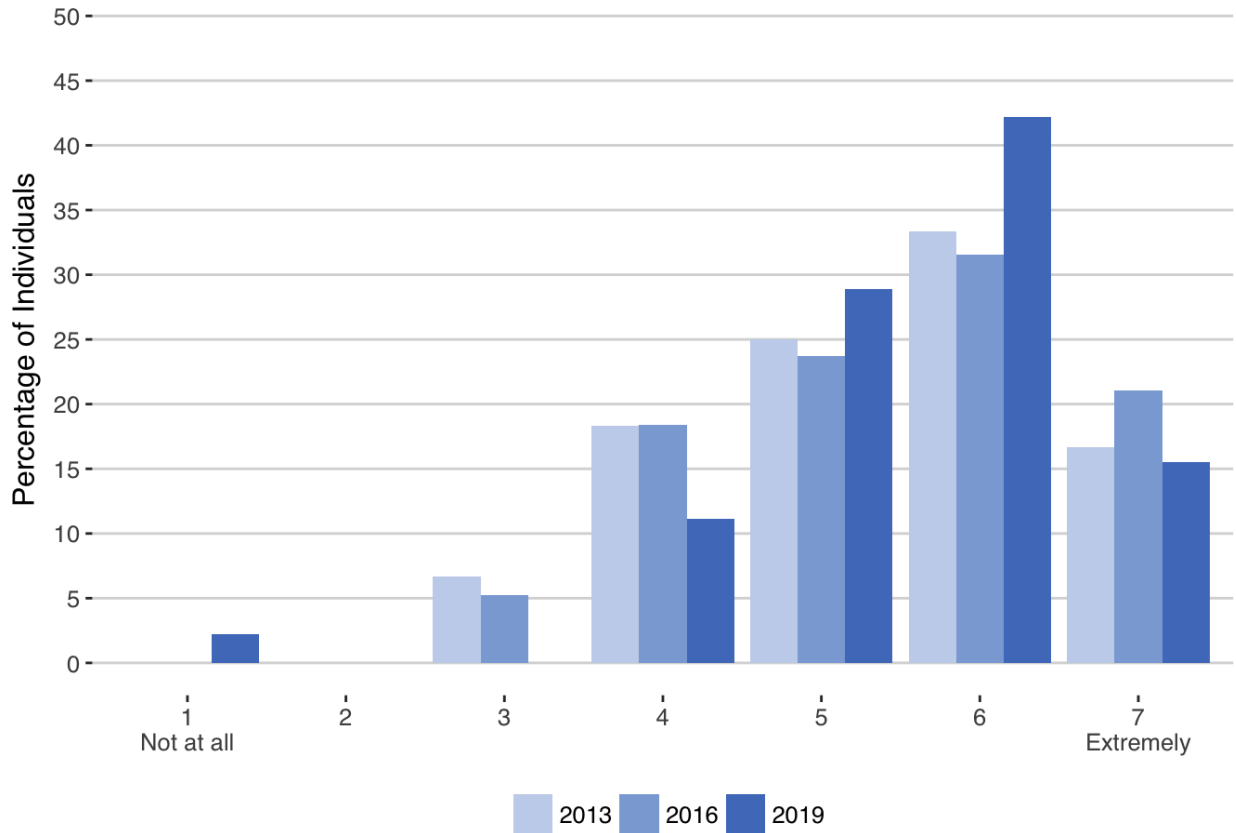
Do you think the London & Middlesex Local Immigration Partnership has improved the type of services that are offered to immigrants in London and Middlesex?



Note. This is based on the response of 58 individuals in 2013, 38 individuals in 2016, and 45 individuals in 2019.

- The vast majority of individuals who responded to this question (96%) In 2019 believe that the London & Middlesex Local Immigration Partnership has at least moderately improved the types of services that are offered to immigrants (i.e., responding 4 – 7 on the 7-point scale).
- Perceptions of the London & Middlesex Local Immigration Partnership's role in improving the types of services offered to immigrants has increased over the years (96% in 2019, 92% in 2016, and 88% in 2013 responding 4 – 7 on the 7-point scale).

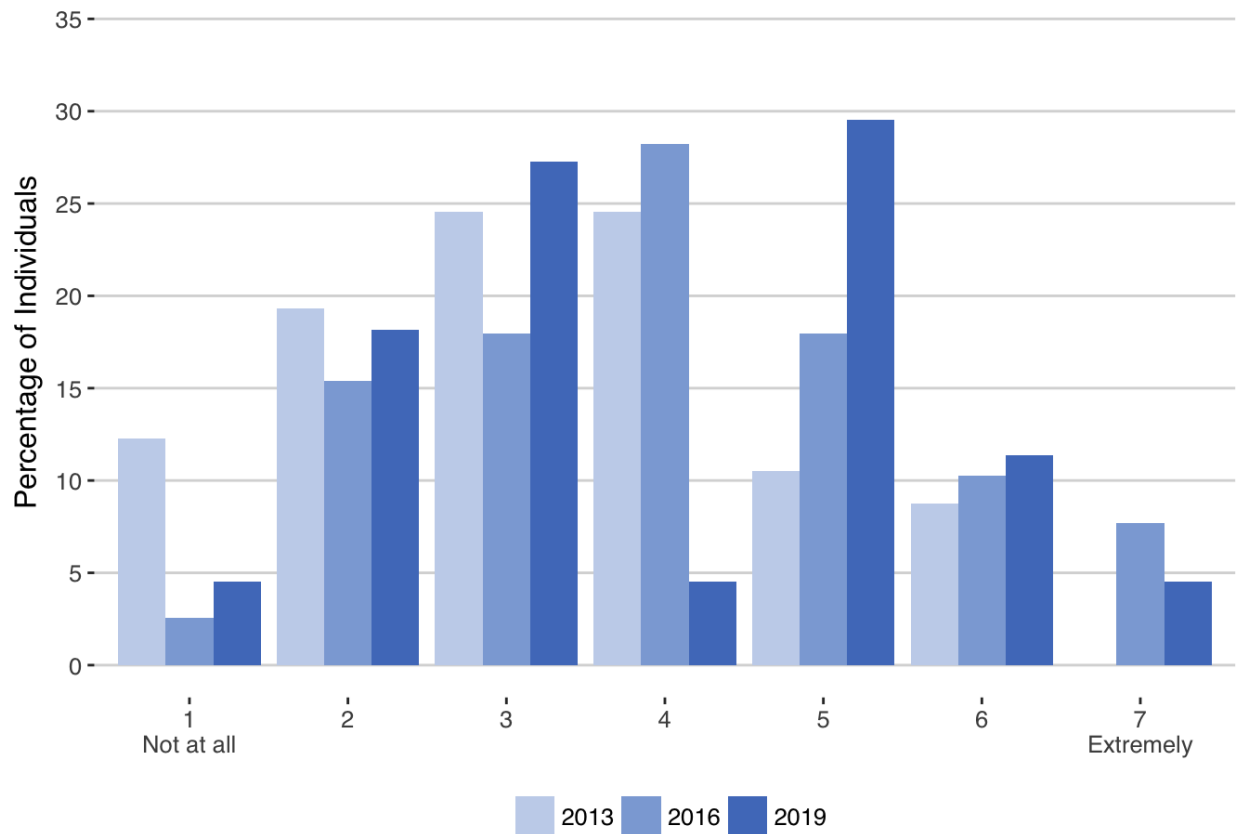
Do you think the London & Middlesex Local Immigration Partnership has changed the extent to which London and Middlesex is a welcoming community for immigrants?



Note. This is based on the response of 60 individuals in 2013, 38 individuals in 2016, and 45 individuals in 2019.

- Nearly all the individuals that responded to this question (98%) in 2019 believe that the London & Middlesex Local Immigration Partnership has at least moderately changed the extent to which London and Middlesex is a welcoming community for immigrants (i.e., responding 4 – 7 on the 7-point scale).
- Perceptions of the London & Middlesex Local Immigration Partnership's role in changing the extent to which London and Middlesex is a welcoming community for immigrants has steadily increased over the years (98% in 2019, 95% in 2016, and 93% in 2013 responding 4 – 7 on the 7-point scale).

To what extent has your organization changed its delivery of services in response to the strategic planning and activities of the London & Middlesex Local Immigration Partnership?



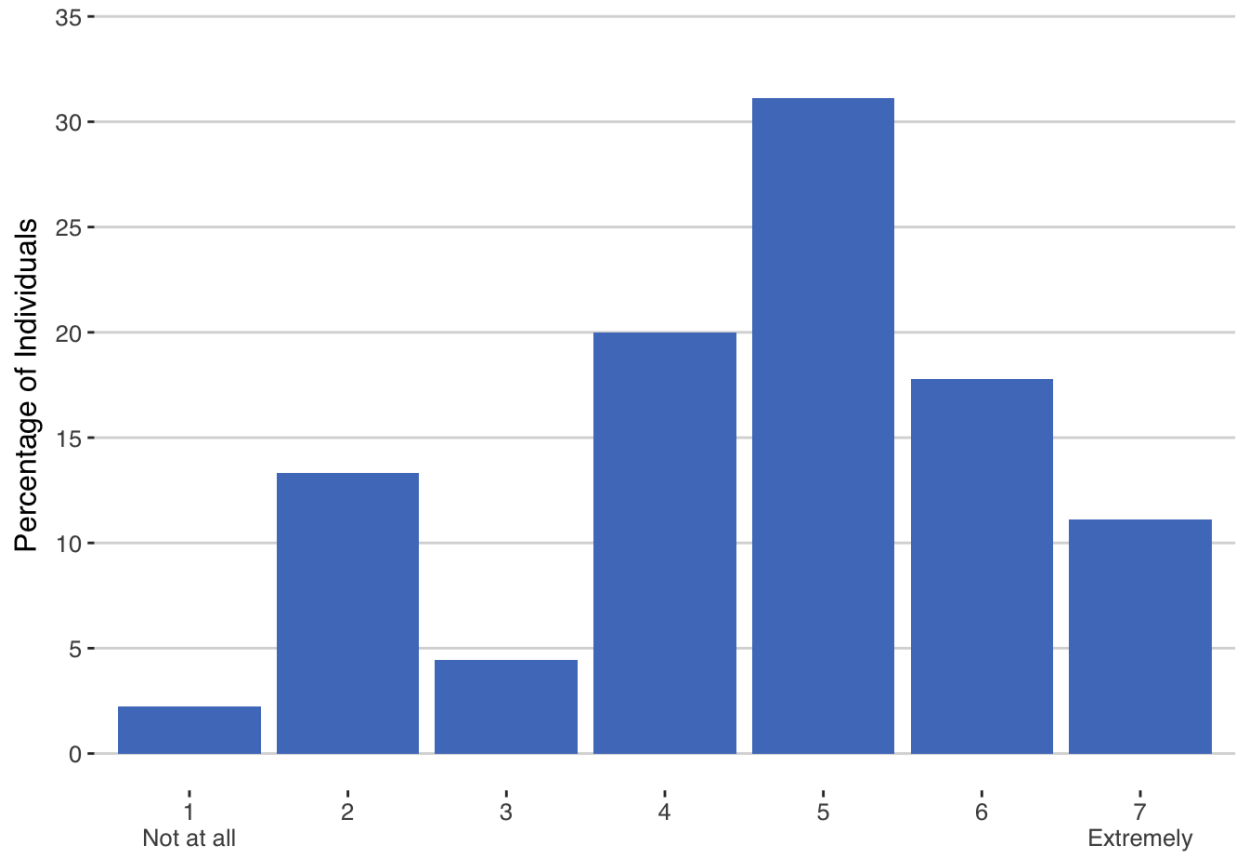
Note. This is based on the response of 57 individuals in 2013, 39 individuals in 2016, and 44 individuals in 2019.

Change in Delivery of Services- Some individuals reported the ways in which the delivery of services was changed in response to the LMLIP's strategic planning and activities. These changes include:

- Greater collaboration with the LMLIP to find effective ways to reach clients.
- Enables greater awareness and focus on the needs of immigrants which in turn results in responding to specific needs.
- Developed a social enterprise around interpretation based on need identified through LMLIP.
- More connectivity with other organizations to better serve the needs of newcomers.

Half the individuals who responded to this question in 2019 reported at least moderately changing their delivery of services in response to the LMLIP's strategic planning and activities (i.e., responding 4 – 7 on the 7-point scale).

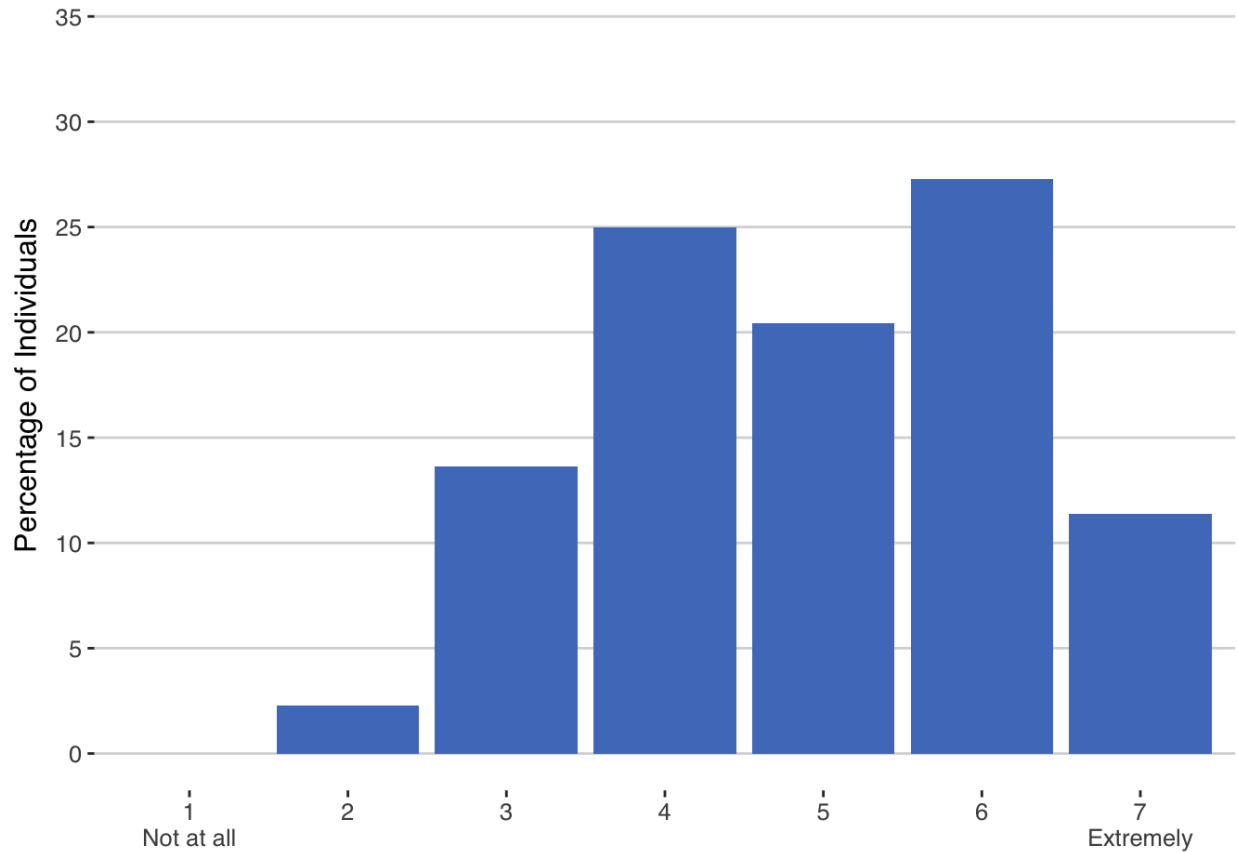
Do you think the London & Middlesex Local Immigration Partnership has increased your capacity to deliver services effectively?



Note. This is based on the response of 45 individuals in 2019.

- 80% of the individuals who responded to this question in 2019 believe that the London & Middlesex Local Immigration Partnership has at least moderately increased their capacity to deliver services effectively (i.e., responding 4 – 7 on the 7-point scale).
- This is a new question, so responses cannot be compared against those from previous cycles.

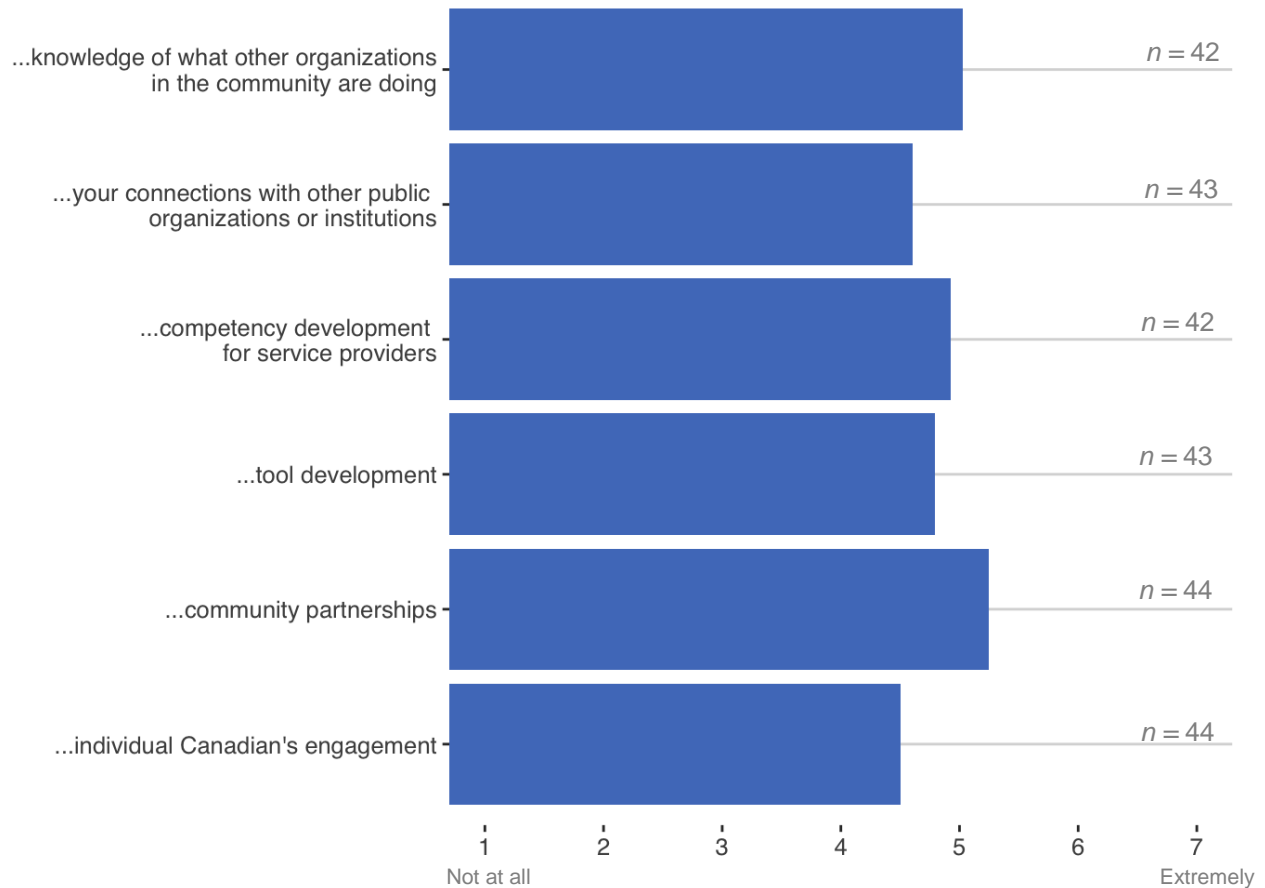
Do you think the London & Middlesex Local Immigration Partnership has increased your capacity to serve clients through collaboration with other organizations?



Note. This is based on the response of 44 individuals in 2019.

- 84% of the individuals who responded to this question in 2019 believe that the London & Middlesex Local Immigration Partnership has at least moderately increased their capacity to serve clients through collaborations with other organizations (i.e., responding 4 – 7 on the 7-point scale).
- This is a new question, so responses cannot be compared against those from previous cycles.

To what extent do you think the LMLIP has increased...



- On average, respondents in the 2019 cycle reported that the LMLIP has at least moderately increased their capacities across the six domains mentioned.
- Mean scores on the six domains are as follows:
 - Knowledge of what other organizations are doing (5.02).
 - Connections with other public organizations and institutions (4.60).
 - Competency development (4.93).
 - Tool development (4.79).
 - Community partnerships (5.25).
 - Individual Canadian's engagement (4.50).

What do you think are the top 3 priorities and issues that the LMLIP should focus on for the next 3 years?

In response to this question, recurring responses provided by participants included:

- Employment and training.
- Housing.
- Mental health and well-being.

In addition to these three priorities, many individuals also mentioned the importance of helping immigrants integrate into Canadian culture and fostering welcoming communities.

Is there any additional information you would like to share with us about your services, about London and Middlesex, and/or about the London & Middlesex Local Immigration Partnership?

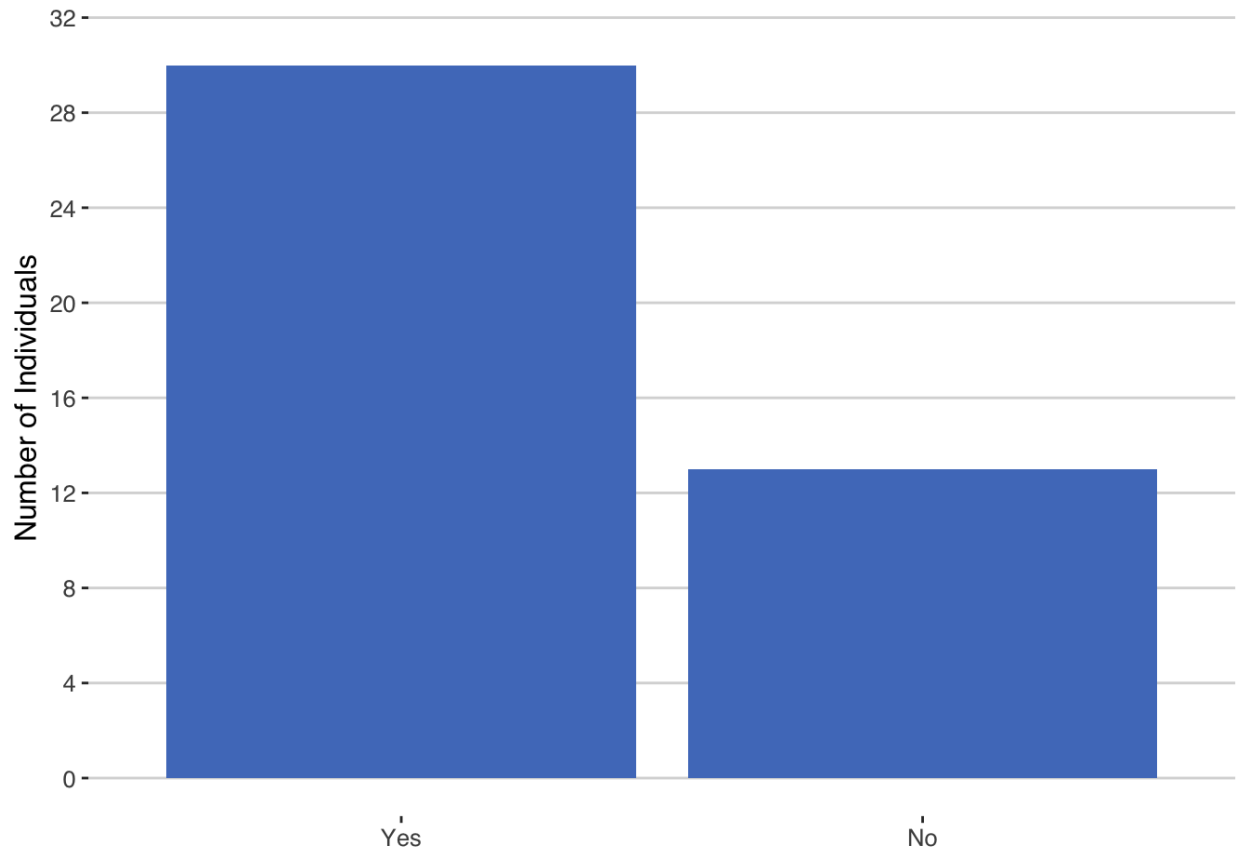
Responses of individual stakeholders can be summarized as follows:

- Workshops have been helpful in developing new ideas and spreading awareness.
- These ideas to expand programs would benefit from more funding and people to put these programs into action.
- Greater evaluation for the impact of the LMLIP and its sub-councils.
- Overall, the LMLIP has been useful in helping organizations access grants and connecting organizations and agencies with each other.

6. Needs and Gaps

6.1 Lacking or Underprovided Services for Immigrants

Are there specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex?



Note. This is based on the responses of 43 individuals.

What is the service or support?

30 (70%) of individuals who answered this question indicated that there are specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex, including:

- Violence prevention.
- Education about the Canadian culture.
- Islamophobia.
- Mental health services.
- Organizations and meeting places for specific ethno-cultural groups (e.g., Francophone organizations).

- Health and other services offered in different languages (e.g., Spanish, French, Turkish, etc.).
- A coordinated service such that agencies can be brought together to facilitate and create a plan of support with families.
- Refugee-specific services (e.g., trauma treatment, housing, etc.).
- Supports for international students to connect with community/build networks.
- Supports for parenting (e.g., childminding).
- Addiction services for immigrants.

Who should be involved in this activity?

Individuals were asked who they think should be involved in filling the current needs and gaps in immigrant services and support. Responses include:

- Various levels of government and government organizations (e.g., the London & Middlesex Local Immigration Partnership, the city of London, Ministry of Health, the Government of Ontario).
- Cultural organizations and clubs (e.g., LUSO Community Services, Cross-Cultural Learner Centre).
- Employment agencies (e.g., WIL Employment, Goodwill).
- Health and social service agencies (e.g., Center for Addiction and Mental Health, Canadian Mental Health Association, YMCA, YWCA).
- Educational institutions (e.g., Western, Fanshawe).
- French service providers.
- Service providers in the settlement sector.
- Members of the London community.

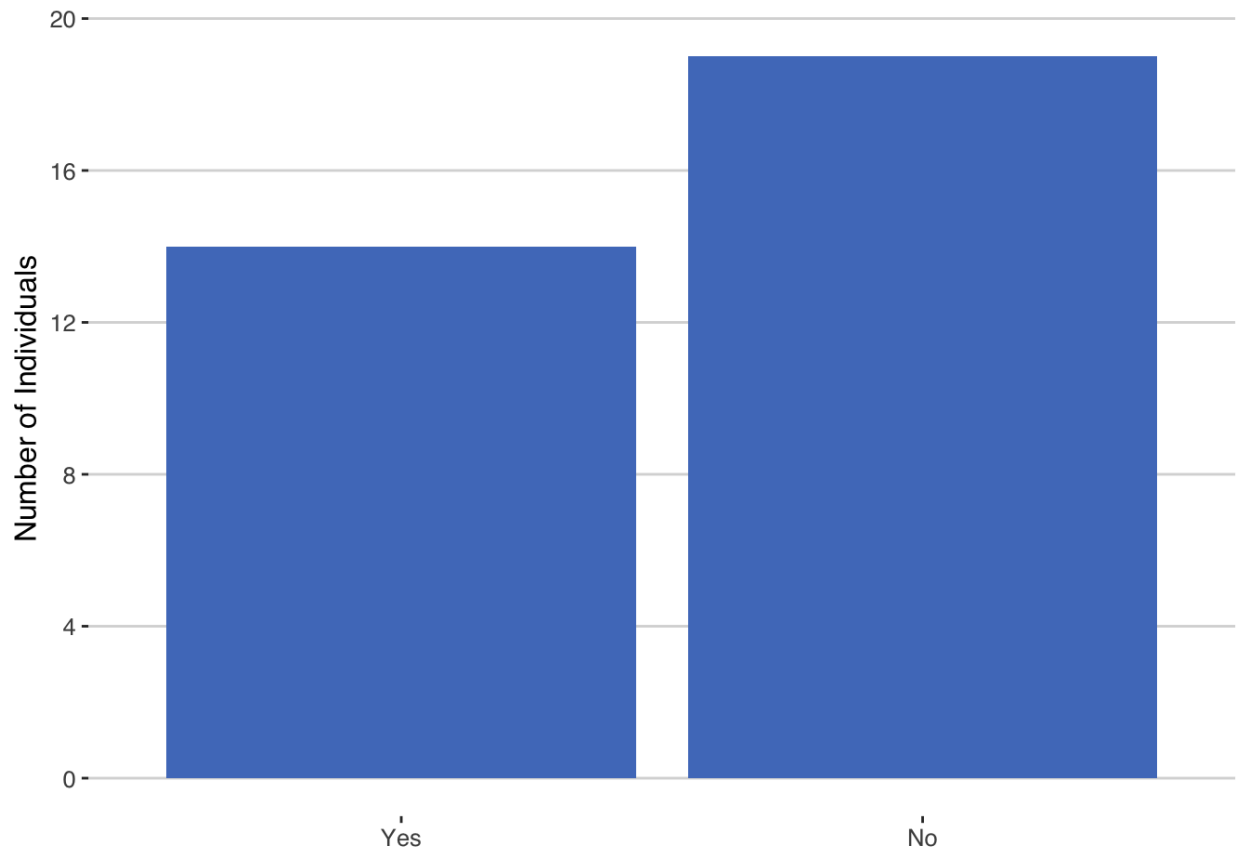
What would be needed to provide this service or support?

Individuals were asked what they think would be needed in order to address the lacking or underprovided services and supports for immigrants. Their responses include:

- Financial support.
- Creation of spaces to meet needs (e.g., refugee trauma centre, neighborhood hubs).
- Coordination by the LMLIP and the city.
- Increased personnel with cultural training on how to meet needs.
- A forum to share best practices.
- Professional curriculum developers and consultants.
- Collaboration between member organizations of different sectors.
- Guest-speakers to address topics which are relevant to immigrant groups.

6.2 Other Activities to Support Newcomers

Are there other activities we could be doing in London and Middlesex to support newcomers?



Note. This is based on the responses of 33 individuals.

What is the service or support?

14 (42%) of individuals who answered this question indicated that there are other activities that can be initiated to help support newcomers to London and Middlesex, including:

- Information sessions for international students.
- Housing support.
- Emotional support for youth and family groups.
- Matching programs for newcomers (e.g., matching with a family in London, match with established Canadians, etc.).
- More networking and social opportunities for refugees and immigrants.
- Life skills training (e.g., grocery shopping, using household equipment, etc.).
- Involving immigrants in the planning of events.

Who should be involved in this activity?

Individuals were asked who they think should be involved in activities to help support newcomers. Their responses include:

- Local and government organizations (e.g., city of London, the LMLIP, the province).
- Interested volunteers (i.e., immigrants and non-immigrants).
- Youth-serving agencies.
- Cultural groups (e.g., Cross Cultural Learner Centre).
- Educational institutions (e.g., Western, Fanshawe, school boards).
- Settlement organizations.

What would be needed to provide this service or support?

Individuals were asked what they think would be needed in order to provide activities that can help newcomers. Their responses include:

- Financial support.
- Leadership and initiative.
- Time and commitment from key players (e.g., counsellors, agencies or organizations).
- Greater access to resources (e.g., interpretation).

7. Summary

- Level of participation in the 2019 wave of the "Community Capacity and Perceptions of the LMLIP" survey was similar to 2016.
- Perceptions of the LMLIP have remained consistently positive across dimensions since 2016.
- In addition, new questions were added to the 2019 wave of the survey, indicating that:
 - 80% of respondents reported that the LMLIP has increased their organization's capacity to deliver their services effectively (reporting 4 or above on a 7-point scale)
 - 84% of respondents reported that the LMLIP has increased their capacity to serve clients through collaboration with other organizations (reporting 4 or above on a 7-point scale)
- In addition, the LMLIP on average has particularly:
 - Increased knowledge of other organizations and connections with other organizations.
 - Increased development of competencies and tools to better serve clients.
 - Increased community partnerships and individual engagement.
- Over 80% of organizations report evaluating their services and have specific action plans, and half of these organizations have strategies to market their services to newcomers and immigrants.
- Additionally the community has noted gaps in services for immigrants and newcomers to London and Middlesex, including a need for greater support for mental health services, education about Canadian culture, combating Islamophobia, more refugee-specific services, and networking opportunities.
- Many individuals reported a greater need for support from various government organizations to increase funding and resources to aid in these services. The top three priorities recommended are: (i) employment and training, (ii) housing, and (iii) mental health and well-being.
- Lastly, many respondents noted the importance of LMLIP in helping organizations access grants, connecting organizations and agencies, and providing workshops and roundtables to facilitate new ideas.